

# Facilitation Skills

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## Course Overview

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**This is a 1-day class**

In this course, students will explore what facilitation is all about and learn effective ways to facilitate small meetings.

## Who Should Attend

This course is intended for individuals who desire to be better meeting facilitators.

## Course Objectives

Upon successful completion of this course, students will create a comfortable environment through better facilitation in order to help an organization make better decisions.

## Course Outline

### 1 GETTING STARTED

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

### 2 UNDERSTANDING FACILITATION

What is Facilitation?  
What is a Facilitator?  
When is Facilitation Appropriate?

### 3 PROCESS VS. CONTENT

About Process  
About Content  
A Facilitator's Focus

### 4 LAYING THE GROUNDWORK

Choosing a Facilitated Approach  
Planning for a Facilitated Meeting  
Collecting Data

### 5 TUCKMAN AND JENSEN'S MODEL OF TEAM DEVELOPMENT

Stage One: Forming  
Stage Two: Storming  
Stage Three: Norming  
Stage Four: Performing

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## 6 BUILDING CONSENSUS

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

## 7 REACHING A DECISION POINT

- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

## 8 DEALING WITH DIFFICULT PEOPLE

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own

## 9 ADDRESSING GROUP DYSFUNCTION

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

## 10 ABOUT INTERVENTION

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention

## 11 INTERVENTION TECHNIQUES

- Using Your Processes
- Boomerang it Back
- ICE It: Identify, Check for agreement, Evaluate how to Resolve

## 12 WRAPPING UP

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations