

FACILITATION CORE SKILLS E-LEARNING

Program Outline

Everyone who manages a project, leads a team or conducts meetings needs to possess group process skills. Unfortunately not everyone has the time or opportunity to attend a workshop. While practice is the only way to become a truly skilled facilitator, there are essential core practices that, once shared, can form the foundation for effective practice.

Program Features

- The program is organized into ten lessons.
- Each lesson isolates a single, important technique.
- Each core skill is demonstrated in a group setting.
- Theoretical models are clearly and simply explained.
- Interactive exercises and structured practice activities accompany each lesson.
- Each lesson is supported by downloadable workbook pages.
- The program is linked to an on-line bookstore featuring recommended further reading.
- A final test allows learners to receive a Certificate of Completion.

Target Audience

This program is for anyone who needs to learn how to manage complex group interactions. While the core skills taught are applicable for neutral, third-party facilitators, the program also addresses their use by leaders and team members.

This program is an ideal introduction for those who are unfamiliar with facilitation. It's also an excellent refresher of proper technique for those who have been facilitating for some time.

Duration

Ten lessons of about 15 minutes each = 2.5 hours

Overall Program Objectives

To build a solid foundation for ongoing practice and feedback by:

- clarifying the role of the facilitator
- describing the essential core practices
- demonstrating skills in action
- providing opportunities for interaction
- offering practice activities to deepen learning
- providing recall and comprehension testing
- supporting learners seeking certification

FACILITATION CORE SKILLS LEARNING OBJECTIVE

Lesson 1 – Introduction to Facilitation

- introduces the concept of facilitation: its purpose and underlying beliefs
- provides an overview of the foundational content/process model
- clarifies misunderstanding about facilitator assertiveness
- examines how leaders can balance facilitating with being directive

Lesson 2 – The Five Core Practices

- describes the five core practices of facilitation
- demonstrates the five core practices in action
- explores the boundaries of neutrality
- recommends ways to use the five core practices in various settings

Lesson 3 – The Start Sequence

- provides a clear structure for beginning any facilitated session
- offers examples of start sequences of varying complexity
- shows how the start sequence can be used to maintain focus throughout any facilitated session

Lesson 4 – Establishing Norms

- explores the challenging situations that occur in meetings
- shows how norming can create and maintain a positive meeting climate
- demonstrates how targeted norming can be used to deal with difficult situations

Lesson 5 – Recording Group Ideas

- describes the purpose and importance of flipchart note taking
- creates awareness of both the best and worst practices of recording group ideas
- describes the rules of wording and demonstrate them in action

Lesson 6 – Conflict Intervention Techniques

- emphasizes the importance of assertively managing conflict in groups
- provides a technique for intervening to redirect member behaviors
- share a specific model for addressing group conflict that is both non-confrontational and effective
- provide guidance for getting through those difficult moments in any meeting.

FACILITATION CORE SKILLS LEARNING OBJECTIVES

Lesson 7 – Process Checking

- explores the hidden reasons that meetings falter
- provides a specific set of steps for taking the pulse and restoring group effectiveness
- shares techniques for conducting written process checks

Lesson 8 – Conversation Structure

- describes the two categories of conversations
- provides strategies for using the two types of conversations to manage complex decision-making discussions
- offers specific strategies for managing the dynamic shift between these two modes

Lesson 9 – Decision-Making Tools

- outlines the various ways that groups can make decisions and clarify whether they unite or divide group members
- demonstrates situations in which each approach is applicable
- illustrates how various decision-making tools can be used in combination to arrive at solutions everyone can live with

Lesson 10 – Ending a Facilitation

- provides a checklist of what facilitators do to effectively end facilitated discussions
- demonstrates a variety of ways to bring closure
- provides tools for overcoming blocks to consensus
- provides a format for action planning
- shares strategies to avoid poor follow-through

WORKBOOK

The facilitation skills e-learning program is accompanied by a workbook. There are two options for printing the workbook:

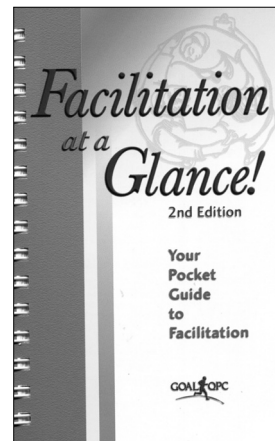
- The workbook is provided one chapter at a time in the form of a PDF located at the start of each lesson.
- Each learner can print one chapter at a time as they progress through the program.

Author Profile

This e-learning program was created by Ingrid Bens, a recognized authority in the field of group facilitation, who has a Masters Degree in Adult Education and over 25 years of experience as a group facilitator.



She is the author of two core skills best-sellers *Facilitating with Ease!* and the Memory Jogger entitled *Facilitation at a Glance!*



Ingrid Bens is also the author of the *Facilitation Skills Inventory*, a publication of the Pfeiffer Company.

The *FSI* is an instrument that was developed with rigorous validity and reliability testing. It can be used to assess the skill level of any facilitator and provides detailed feedback to guide further development.

Ingrid Bens brings her experience teaching facilitation skills to tens of thousands of people over twenty years to this e-learning program!

TESTING AND CERTIFICATION

The *Facilitation Cores Skills e-Learning Program* is linked to three levels of certification.

The details connected with each testing level are provided at appropriate places in the program.

Level 1) Certificate of Completion:

Individuals wishing to receive a certificate of completion after viewing the ten core skills lessons can take an on-line test based on the course content.

A Certificate of Completion will be awarded to individuals who score 80% or higher on this comprehension test.

Level 2) FSI Observation and Feedback

Individuals wishing to receive a certificate that is based on observed performance may take part in the *Facilitation Skills Inventory (FSI)* process.

This is a structured program of observation and feedback developed by Ingrid Bens, under the auspices of the Pfeiffer Publishing Company.
www.pfeiffer/fsi.com

Level 3) Professional Accreditation

Individuals wishing to be reviewed by a panel of certified facilitators, can pursue the Certified Professional Facilitator designation (*CPF*) managed by the International Association of Facilitators.

The *CPF* certification process is conducted at various sites around the world. www.iafworld.org

Support Materials for this Program

The Facilitation Core Skills E-learning Program is based on the best-sellers by Ingrid Bens, M.Ed.

These textbooks provide more in depth reading on the topics explored in this series.

They can be purchased in the special facilitation bookstore linked to this program

Facilitating With Ease!

Retail – \$ 52.00

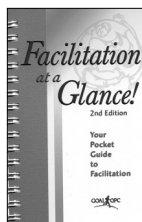


This book can be purchased singly through the on-line Facilitation Book Store that is linked to the e-learning course.

Organizations in Canada and the United States who wish to purchase over 26 books can contact the publisher directly and receive volume a discount. The toll free number to call is 800-225-5945

Facilitation at a Glance!

Retail – \$ 10.95



This mini-book by Ingrid Bens contains much of the same materials that is presented in *Facilitating With Ease!*, only in a pocket version. This book can be purchased singly through the on-line Book Store linked to this site.

Organizations in the United States and Canada who wish to purchase *Facilitation at a Glance!* in quantity can contact the publisher directly and receive a volume discount. The toll free number is 800- 643-4316.

To look inside these books and review other suggested resources check out the Facilitation Skills Bookstore link in the program.

Facilitation Core Skills e-Learning Price Grid

No. of Students	6 months
1	\$ 99.00
2–10	\$ 75.00
11–50	\$ 60.00
51–100	\$ 45.00
101–500	\$ 30.00
501–1000	\$ 25.00
1001–2000	\$ 15.00

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