

FACILITATION CORE SKILLS

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. This program is the only comprehensive online course on facilitation skills on the internet.

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.
- Each participant has six months of unlimited access.
- 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. The core skills taught in this course apply equally to

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

Duration

Ten lessons of about 30 minutes each = 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 OBJECTIVES

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 demonstrates 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
- shares a specific model for addressing group conflict that is both non-confrontational and effective
- provides 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 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 workbook for *The Facilitation Core Skills Course* is located inside the program.

It can be obtained by clicking on the workbook icon located in the top right corner of the screen. The chapters can then be printed out.

TESTING AND CERTIFICATION

The *Facilitation Core Skills* online course is linked to three levels of certification.

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

FACILITATION CORE SKILLS PRICE GRID

Number of Students	Price per student
1	\$ 99.00
2 -10	\$ 75.00
11- 50	\$ 60.00
51- 100	\$ 45.00
101 – 500	\$ 30.00
501 – 1000	\$ 25.00
1001 +	\$ 15.00

AUTHOR PROFILE

This online program was created by Ingrid Bens, a *Certified Professional Facilitator (CPF)* and recognized authority in the field of group facilitation. Ingrid has a Master's Degree in Adult Education and over 25 years of experience as a group facilitator.

Ingrid Bens is the author of two best-selling textbooks: *Facilitating with Ease!* 4th ed. and *Facilitation at a Glance!* These books are not needed to take the course, which comes with a workbook, but many individuals order the books to support their ongoing learning.

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.

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