



TRAINING COURSE OUTLINE

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Facilitation Skills – 2 or 3 Days

Facilitated Workshops are increasingly being used as one of the most effective techniques for making high quality, team based decisions in short timescales. In a Business and IT world where the rate of change is increasing, speedy decision-making, built on consensus amongst empowered decision makers, is essential for developing a responsive organisation. Facilitated Workshops are effective in any situations that requires speedy, consensus driven decision-making. They are effective in all parts of an organisation and at any level in the organisation. In project environments, they are equally applicable to both traditional 'Waterfall' and iterative Agile projects.

The Facilitator undertakes a pivotal role in ensuring that Workshops are successful. Effective Workshops require skilled Facilitators to ensure that planning, execution and follow-up actions are undertaken to ensure that input from the participants is structured to maximise the impact on the objectives of the workshop.

The objectives of this course are to enable delegates to:

- Understand the role and responsibilities of the Facilitator
- Plan a Workshop programme
- Plan and execute individual Workshops and follow-up actions
- Respond to team situations to ensure objectives are met and consensus achieved
- Recognise and resolve conflict situations
- Have had practical experience of running and controlling a Facilitated Workshop

Audience

The course is suitable for anyone intending to act as a Facilitator for the first time or with some experience of Facilitation.

Content

Workshop Roles and Responsibilities • Facilitator • Workshop scribe • Owners and Participants
Planning and Organising Workshops • Set-up and planning • Running sessions • Follow-up
Team Dynamics • Stages of development of Teams • Recognising effective and ineffective Teams
• Ways of managing Teams • Facilitator role in maximising effectiveness
Intervention Techniques • Styles of intervention • Active listening • Evaluating body language
Managing Conflict • Recognising conflict situations • Understanding personal conflict handling styles • Selecting appropriate intervention techniques

Additional Details

Duration 2 or 3 days (to allow delegates sufficient time to fully practice the techniques learned)

Setup Laptop projection; flip charts; space for groups of three or four to work together in comfort.

Options This course can be delivered with a focus on any chosen method or combination of methods: generic Agile, Lean, Scrum, DSDM Atern, the Agile/Open Unified Process or any client-specific local practices.