



Facilitator Training Syllabus

Day 1:

<i>Time</i>	<i>Module</i>	<i>Learning Objectives</i>
09.00 – 09:15	Introduction	<ul style="list-style-type: none"> ○ To complete introductions ○ Participants to state what they expect from the course ○ Agree timing for breaks etc ○ Complete a quick query session to understand group facilitation capabilities
09.15 – 10.00	Facilitation Overview	<ul style="list-style-type: none"> ○ To define what facilitation is and is not ○ To identify facilitation ground rules ○ To examine why “buy in” is critical to successful facilitation ○ To assess why facilitation is required in a modern business environment ○ To examine “synergy” ○ To identify practical uses of facilitation ○ Group to identify and review key learning points from this module
10.00 – 10.30	Participant Selection	<ul style="list-style-type: none"> ○ To examine the aims of the facilitation exercise and link these to participant selection ○ To discuss common mistakes and how to get over them ○ Group to identify and review key learning points from this module
10.30 - 10.45	Tea/Coffee	
10.45 – 11.30	Agenda and Time table	<ul style="list-style-type: none"> ○ To examine the need for a structure in a facilitated session ○ To review a standard agenda for use using the Resolver suite of programmes ○ To set realistic timeframes ○ Group to identify and review key learning points from this module
11.30 – 12.00	Group Energy	<ul style="list-style-type: none"> ○ To understand the energy level of the group ○ To discuss NLP and how to read the energy levels of groups ○ To examine energizers and when they should be used ○ Encouraging Group participation ○ Group to identify and review key learning points from this module
12.00 – 13.00	The facilitator and dealing with conflict	<ul style="list-style-type: none"> ○ To understand the role of a facilitator ○ The do’s and don’ts ○ Other roles in the workshop ○ Why conflict emerges in groups ○ How to deal with conflict in a workshop in a non-threatening way

		<ul style="list-style-type: none"> ○ Using assertiveness to deal with disruptive participants ○ How to deal effectively with disruptive influences ○ Group to identify and review key learning points from this module
13.00 – 13.30	Lunch	
13.30 – 14.30	Idea Generation	<ul style="list-style-type: none"> ○ Identifying techniques for developing ideas within groups: ○ To examine the need for visualization techniques to break through “silo” thinking and organizational dysfunction ○ Group to identify and review key learning points from this module
14.30 – 17.00	Practice Session	<ul style="list-style-type: none"> ○ Each participant to prepare a workshop agenda and session using Resolver*Ballot ○ Each participant to facilitate a 10 minute workshop (J Moody to operate software where participants did not attend Technical Training Modules) ○ Group to provide feedback to each of the participants in terms of what they did well and how they could improve their overall performance

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