



# Effective Facilitation



# Overview

Facilitation is the art of engaging participants and enabling them to work together to achieve a specific goal. This goal could be reaching an agreement, defining a solution, or resolving a conflict. Facilitation is both a process and a skill.

The facilitation process involves the planning and design of a facilitated session and employing the best tools and techniques to help a group generate insights and agreements.

Facilitation skills that support the execution of a facilitated workshop include consultation, negotiation, stakeholder engagement, and managing group conflicts.

An effective facilitator maintains neutrality and has highly developed facilitation skills which are underpinned by a high degree of self-awareness, curiosity, and a growth mindset.

A session that is led by an effective facilitator will help a group move towards a goal in a timely and effective manner whilst strengthening relationships and commitment to outcomes.





# Key Topics

## **The role and mindset of a facilitator**

Identify competencies, behaviours and the mindset required to be an effective facilitator. Explore facilitation principles that will guide your facilitation sessions. Define the role of the facilitator before, during and after the session.

## **Preparing for a facilitated session**

Explore techniques for defining the scope, objectives, and desired outcomes of a facilitated session. Review the importance and content of a detailed and effective agenda.

## **Conducting the facilitated session**

Explore techniques for keeping the group on track, engaged, and moving forward throughout the session to ensure they gain the outcomes they want. Identify how you can build rapport and enhance engagement.

## **The facilitator's toolkit**

Explore tools and techniques for specific outcomes such as goal setting, exploring issues, generating ideas, gaining consensus, and making decisions. Discover how to optimise virtual facilitation sessions through use of technology and best practice techniques.



# Objectives

Effective Facilitation provides facilitators with the practical skills and techniques required to plan and conduct engaging and productive facilitation sessions.

This course will enable participants to:

- » Make facilitation sessions more productive
- » Improve your management of stakeholder interactions
- » Access a variety of feedback models that build confidence and encourage participation
- » Implement a variety of techniques enable agreements and inspire creativity

## Duration

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/VIRTUAL

**2 days**



# Course Delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of the course content.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

**Mode:** Classroom, virtual or hybrid

**Virtual training:** You can learn more about our virtual delivery [here](#).

**Materials:** A comprehensive participant workbook is provided.

**Pre-course:** None

**Exam:** There is no exam associated with this course.



# Who is this course for?

This course is designed for all sectors and types of situations where people come together to tackle issues, resolve organisational problems and develop effective solutions, including:

- » Facilitators
- » Project and programme managers
- » Project and programme support staff
- » Change initiators (e.g. strategic planners)
- » Business analysts
- » Change managers and leaders
- » Team managers
- » Team members
- » Consultants
- » IT professionals
- » Line managers
- » Agile team members

There are no formal prerequisites for this course.

## Professional Development Units (PDUs)

Participants who have been awarded the Project Management Professional (PMP)<sup>®</sup> credential by the Project Management Institute (PMI)<sup>®</sup> are eligible to earn **14 PDUs** for their participation in this course (14 Power Skills).

## CPDs

Participants holding any of the Project Management accreditations (CPPP/CPPM/CPPD) are eligible to earn **14 CPDs** for this short course.

On completion of this course, you will be awarded with a PM-Partners digital badge. These are widely accepted by leading organisations as recognition of specialist training and often shared on social media.

On the last day of training, you will be provided with a Digital Credential via the Credly Acclaim platform. This badge can be added directly to your LinkedIn profile and/or shared to your newsfeed, or other professional profile, to share your achievement with your network.

# Why learn with PM-Partners?

## Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

## Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

## Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

## Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in AXELOS' best practice portfolio, such as ITIL®, PRINCE2®, PRINCE2 Agile®, MSP®, MoP®, P3O® and P3M3®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits, Facilitation and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.



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## Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.







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