

# TRAIN THE FACILITATOR



PREFERRED TRAINING  
NETWORKS



**GROUP FACILITATION  
SKILLS TRAINING  
TO DELIVER BETTER  
OUTCOMES FOR YOUR  
STAKEHOLDERS**

## **DYNAMIC FACILITATION SKILLS**

- Interpreting group dynamics
- Facilitating group discussion
- Orchestrating
- Listening
- Paraphrasing
- Exploring options
- Creating an environment of psychological safety
- Encouraging group participation
- Eliciting insightful learning

“Dynamic facilitation skills help the facilitator be in control of how things progress without anyone ever noticing”  
— L Swann

**T**here is just no doubt there will be greater demand than ever before for dynamic facilitation skills. Have you been to a meeting where the facilitator helped people with diverse views buy into a solution? You can probably think of other times when the facilitator missed the opportunity to deliver results. Many organisations invest resources in “Train the Trainer” courses. These are very useful but it’s even more important to have brilliant facilitators.

Facilitation is a trusted tool for sharing ideas, delivering messages and collaborating with others. Formal facilitation methods became more structured in the late 60’s and early 70’s as a means of removing dysfunctions in the workplace. In many organisations, the use of a neutral third party to manage and improve meetings, presentations and learning sessions has become a valuable tool. Normally the person who manages these interactions does not influence the outcome of the discussion. This facilitator training course for facilitators helps them orchestrate a steady flow of ideas and concepts and direct the conversation towards mutually beneficial outcomes.

The Latin translation of “facilitate” is “to enable or to make easy”. Therefore, facilitation is a helping role and a tool to assist the flow of conversation with the primary aim of working towards a better result.

A facilitator is a neutral party who helps a group to meet key objectives and goals. They are a team player and are very aware of group dynamics. Facilitators are very good communicators, can collaborate and solve problems as well as handle any conflicts with ease.

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## KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

1. Define the role of the facilitator and how it differs from trainer and presenter
2. Understand and implement techniques that facilitators use to communicate with and lead a group
3. Discover the value of ground rules of managing group dynamics better
4. Lead a group skilfully through the facilitation process
5. Interpret difficulties, resolve conflicts and cut through time wasting and diversionary tactics
6. Plan and prepare facilitation sessions
7. Identify your audience and perform a needs analysis
8. Effectively use ICE to uncover needs
9. Set clear objectives and outcomes
10. Plan an interactive learning program by understanding your audience
11. Research and write a learning program
12. Understand different thinking styles and learn how to think on your feet
13. Design experiential learning programs that are aimed at creating learning
14. Create a culture of co-operation and a willingness to arrive at a mutually agreed outcome
15. Use dynamic communication techniques to demonstrate objectivity
16. Understand how to provide the best support through neutrality
17. Facilitate open discussions
18. Utilise audience engagement drivers
19. Evaluate and test programs
20. Utilise strategies for creating the right facilitation environment
21. Use facilitation activities which ensure the message is understood and adopted

## The Nuts and Bolts

This program can be conducted as in house training at your offices.

### Guidelines

- **Group Size:** An ideal group size is 6–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This course can be conducted as a 2–3 day program.
- **Cost:** Upon request.

**Look at what you receive within 24 hours at no cost:**

- a program outline
- training cost
- possible training dates (if requested)

### Contact us today

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