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PHOENIX TS

Facilitation Training

This training focuses on building critical facilitation skills for successful group decision making and team interaction.

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS's instructor-led Facilitation course is designed to improve core facilitation skills in Federal workspaces. This training will:

- Distinguish facilitation from instruction and training
- Identify the competencies linked to effective small group facilitation
- Identify the stages of team development and ways to help teams through each stage
- Use common process tools to make meetings easier and more productive

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Objectives

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

- Distinguish facilitation from instruction and training
- Identify the competencies linked to the effective small group facilitation
- Understand the difference between content and process
- Identify the stages of team development and ways to help teams through each stage
- Use common process tools to make meetings easier and more productive



PhoenixTS

Course Outline

301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

Course Overview

- You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Your Role

- To begin, participants will explore the differences between facilitation, training, and chairing.

How Facilitators Work

- Next, participants will explore key facilitation skills, levels of facilitation, facilitation language, and things to do to ensure facilitation success.

Establishing Ground Rules

- In this session, participants will discuss ground rules, also known as norms. They will also work together to generate a list of ground rules for the remainder of the workshop.

Content and Process

- While facilitators are responsible for the process, it is participants who are responsible for and manage the content. This session will explore the differences between these two aspects of a meeting.

Types of Thinking

- Next, participants will learn about divergent thinking and convergent thinking, as well as the grey area (also known as the Groan Zone) between the two.

Handling Controversial Issues

- In this session, participants will learn how to handle controversial issues in a neutral and professional way.

Communication Skills

- This session will explore the building blocks of good communication: active listening, questioning skills, probing techniques, and managing your body language.

Listening For Common Ground

- For most people, it seems to be instinctive to try to find something in common with their fellow humans. In this session, we will explore the importance of listening for common ground in facilitation.

Common Facilitation Techniques

- This session will begin with a lecture on 16 important facilitation techniques. Then, participants will divide into groups to prepare and present a short demonstration on a chosen technique.

Providing Effective Feedback

- Part of your role as a facilitator includes providing and accepting feedback. This session will give participants some tips on giving and receiving feedback. It will conclude with an exercise that will help them practice this skill.

Managing Divergent Perspectives

- Next, participants will learn some ways to manage divergent perspectives. Then, they will apply their knowledge to a case study.

The Language of Facilitation

- In this session, participants will learn about some communication elements that are unique to facilitation. Then, they will apply their knowledge to an interactive case study.

Building Agendas

- Part of facilitating meetings is developing an agenda. This session will outline a brief, easy process to help facilitators build a good agenda.

Dealing with Difficult Dynamics

- In this session, participants will complete a mix and match exercise to identify possible difficult behaviors and ways to manage them. Then, participants will learn about and practice twelve easy, effective ways to intervene in a group discussion.

Building Sustainable Agreements

- Getting a group to come to an agreement is not much good if that agreement is not supported by true consensus. This session will give participants ways to build sustainable agreements.

Stages of Team Development

- Next, participants will learn about Tuckman and Jensen's Forming, Storming, Norming, Performing, and Adjourning model, which outlines the stages of team development.
- Participants will also identify some ways to help groups through each stage.

Analysis Tools

- The final session will introduce participants to two decision-making tools: SWOT analysis and force field analysis.

Workshop Wrap-Up

- At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

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Starting at **\$1,095**

ATTENTION

For GSA pricing or Contractor quotes call
301-258-8200 – Option 2.

GSA



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Facilitation Training**

- 2 days instructor-led training
- Facilitation Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*