

Facilitation Skills

This programme is ideal for officers whose role involves, or will involve, the facilitation of workshops, conferences, focus groups and seminars.

It provides the basic skills required to ensure maximum participation, to ensure that quieter people are involved, whilst over-participative people are managed sensitively.

Programme objectives

By the end of this programme, delegates will be able to:

1. Identify the role of the facilitator and the skills needed to be effective in the role
2. Facilitate discussions
3. Elicit views from quieter participants
4. Manage individuals who are over-participating
5. Handle conflict and defuse difficult situations.

Further information

The programme includes the theories, principles, and practise of facilitation. Within this are some practical exercises that reinforce the theory learnt so that participants practise these skills in a safe environment.

These exercises can be videoed and reviewed, if required.

Duration: Half day