

# Facilitation Training – Short Course

## 2 days face to face or 1 full day plus two half days – Online

**Harness the wisdom in your group and engage everyone to produce great outcomes together.**

### Do you want to be a great facilitator?

Facilitation of meetings is a craft. And there is a lot to it! Using good quality processes with self-awareness and emotional resilience makes a powerful difference when you facilitate any group. Good facilitators are process specialists, who help pool and synthesise the wisdom of all the group. This is how to collaboratively generate great outcomes.

### Why with us?

We are internationally recognised as leaders in the field of facilitation education and training, having established this work in 1984. We've developed our own model of facilitation, which will give you the practical competence, confidence and compassion to facilitate well.

### What will I learn?

Our training is orientated towards your learning needs. We welcome your examples of challenges and aspirations into the training. This provides opportunity to practice your learning in situations most meaningful to you. This course addresses:

- Self-awareness
- Emotional resilience
- Practical facilitation: group processes and the skills required to apply them
- Ability to harness the wisdom of the group, maximising participation
- Skills to make meetings and groups work well
- Capacity to manage hotspots and tricky bits
- Confidence and compassion to work well with groups

This training is versatile and can be applied to all facilitation areas; organisational, community engagement and therapeutic.

### Our approach to training

We create an environment where you can look at your work practices with safety and lightness. Our work is lively, experiential and practical – and fosters emotional resilience throughout. And we have a bit of fun along the way!

A large part of the program is devoted to practising skills using situations your staff members want to work on. We encourage them to bring real-life examples, and we allow time for them to address individual needs and issues faced in the workplace.

### Details

#### *Upcoming 2022 dates:*

**February 15<sup>th</sup> Online 9:30am-5:00pm,**  
22<sup>nd</sup> February 9:30am-1:00pm,  
25<sup>th</sup> February 9:30am-1:00pm

**March 16<sup>th</sup> & 17<sup>th</sup> face to face**  
**9:30am-5:00pm,**

**April 7<sup>th</sup> Online 9:30am-5:00pm,**  
12<sup>th</sup> April 9:30am-1:00pm,  
14<sup>th</sup> April 9:30am-1:00pm

**May 10<sup>th</sup> & 11<sup>th</sup> face to face**  
**9:30am-5:00pm,**

**June 15<sup>th</sup> Online 9:30am-5:00pm,**  
21<sup>st</sup> June 9:30am-1:00pm,  
24<sup>th</sup> June 9:30am-1:00pm

**Venue:** Online via Zoom,  
Face to face: 31 Rennie St Thornbury

**Group Discount available:** We offer 10% off full price when 2 or more people from an organisation book into the same dates for this course.



31 Rennie Street, Thornbury Vic. 3071  
P: 03 9443 8500 | E: [enq@groupwork.com.au](mailto:enq@groupwork.com.au)  
[www.groupwork.com.au](http://www.groupwork.com.au)

ABN 23 472 563 341

# What do facilitators do?

**Good facilitators assist the group to achieve their purpose by helping people hear each other, coming to understandings, pooling their wisdom and making wise decisions.**

The facilitator focuses on both purpose and process. The purpose is what the group has agreed to discuss or make a decision around. It needs to be clear to everyone and to be owned by the group. The process is the work the facilitator does to ensure the discussion flows well and participation is maximised.

## Purpose in facilitation

- **Keeping the group 'on track'** – gently checking out with the group if what looks like a side track to you, is off the point.
- **Identifying and linking common themes** – by listening for people saying the same thing in different ways we can link themes and help prevent the discussion going around in circles
- **Clarifying confusing statements** – by reflecting back what we have heard, checking out if this is what they meant we can help the individual clarify their thinking and the issues become clearer.
- **Summarising/organising ideas** – being able to succinctly summarise the main points, as you have heard them articulated by the group, is a great skill. It can help clarify where the group is up to on an issue, identify where to focus next and save time.
- **Decision identification** – in a decision-making process it is important to recognise when the group seems like it is ready to make a decision, otherwise the discussion may go around in circles going over old ground.
- **Testing for agreement** – when making decisions we need to seek specific agreement from the group with openness to some people still not being up to this point of agreement.
- **Dealing with hot spots and tricky bits** – when dynamics that may have gone unnoticed or unspoken are addressed, the group develops greater trust and commitment to the purpose.

## Processes in facilitation

- Getting group permission
- Ensuring people hear each other
- Equalising participation
- Pacing the session
- Negotiating time adjustments
- Identifying and acknowledging feelings
- Interpersonal communication issues
- Working with and addressing conflict
- Soliciting feedback and evaluation

## Groupwork Centre facilitators can assist you with a complex process

We provide [professional facilitation services](#) for a wide range of challenges that your group or organisation would like to address, from conflict resolution to strategic planning. See our website for details.

## Resources for facilitation and working with groups

- [Getting Our Act Together: How to harness the power of groups](#)
- [Hot Spots and Tricky Bits – Facilitation Training DVD](#)