



Derek Hendrikz Consulting Presents:

Facilitation Skills & Techniques

Duration:	3-days
Max. Participants:	14
Facilitators:	1
NQF Level:	5
Total Credits:	10
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The programme aims to sharpen the Organisational Trainer and Development Practitioner's facilitation skills. The programme mainly focuses on the facilitation of learning, but covers aspects of process facilitation as well. On completion of the programme the learner should have a wide variety of facilitation tools, techniques and skills. Furthermore the successful learner should be able to plan and evaluate the facilitated session. During the programme attendees will facilitate a 30-min session and be evaluated by fellow attendees and the programme facilitator. Some focus areas of this programme are:

- Understanding the facilitator's role.
- The process of facilitation.
- Understanding different sessions that need facilitation.
- Planning and preparing the session.
- Creating participation and using process tools.
- Understanding group dynamics.
- Evaluating a facilitated session.
- Practical assessment.

The workshop outcome:

On completion of the workshop the learner should be able to apply a variety of methodologies and techniques to facilitate learning.

Accreditation:

For NQF accreditation purposes, the learner will have to prove competence in the following unit standard:

Unit Standard:			
Unit Standard:	Unit Standard Number:	NQF Level:	Credits:
Facilitate learning using a variety of given methodologies	117871	5	10

Participants will be assessed on the following specific outcomes:

1. Plan and prepare for facilitation;
2. Facilitate learning; and
3. Evaluate learning and facilitation.

Included:

All programme materials and handouts as well as the issuing of certificate on completion of programme.

Training methodology:

The programme is a highly interactive one, where participants use simulation exercises and practical group work to achieve the workshop objective. Each participant will receive a workbook and be assessed during the workshop. The workshop will have a post workshop assignment, which will be used for assessment purposes. Furthermore each participant will facilitate a 30-minute session in front of a video camera and be assessed by co-learners and the workshop leader. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Understanding the facilitators role	Planning & preparing the session	Evaluating a facilitated session
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	The process of facilitation	Creating participation & using process tools	Practical Assessment
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Understanding different sessions	Understanding group dynamics	Practical Assessment
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation

Who Should Attend?

- HR Managers and Practitioners.
- Organisational Development Consultants.
- Training Managers.
- Organisational Trainers & Development Practitioners.
- Any person interested in facilitation skills.

Day 1:***Understanding facilitator's role:***

- The concept of 'facilitation'.
- Differentiating between teaching and facilitating.
- The task of the facilitator.
- Typical assignments for the facilitator.
- Basic assumptions and belief systems of the facilitator.
- Differentiating between process and content.
- Best and worst facilitator practices.

The process of facilitation:

- Designing the session.
- Facilitating the session.
- Assessing the session.
- Using questions.
- Managing resources.

Understanding different sessions:

- Facilitating learning.
- Facilitating conflict.
- Facilitating meetings.
- Facilitating decision-making and problem-solving sessions.

Day 2:*Planning & preparing the session:*

- Defining clear outcomes.
- Creating a process that will achieve the outcomes.
- Developing the facilitators plan.
- Negotiating and getting process agreement with the client.

Creating participation & using process tools:

- Obstacles to participation.
- Working with the difficult participant.
- High participation techniques.
- Systematic problem solving.
- Root cause analysis.
- A library of process tools & techniques.

Understanding group dynamics:

- Group behaviour theory.
- The group dynamics process.
- Using group dynamics to the facilitator's advantage.
- Working with power struggles within the group.

Day 3:*Evaluating the facilitated session:*

- Different types of evaluation.
- Designing the evaluation form.
- Processing the evaluation results.
- Learning & growth through ongoing evaluation.

Practical Assessment:

- Delegates will each facilitate a 30 minute session.
- Delegates will also be evaluated by the facilitator and other delegates during this session.

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