COURSE SYLLABUS

Facilitator Workshop Course (Self-Paced)

Develop facilitation skills to lead productive, inclusive group sessions, problem-solving meetings, and learning events.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/facilitator-workshop-course-self-paced



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Course Outline

Module 1: Facilitation

- Definition of facilitation
- Reasons why facilitators are necessary
- Common problems faced when managers run their own meetings
- The role of the facilitator in managing group processes

Module 2: Team Development

- Definition and components of a team
- Advice on forming teams
- What makes a successful team
- Stages of team development

Module 3: The Facilitator Role

- Roles and responsibilities of a facilitator
- Short-term and long-term goals for facilitators
- Facilitator's role in improving group processes

Module 4: Facilitating Improvement Teams Using Problem-Solving Techniques

- Problem-solving process and techniques
- Tools like fishbone diagrams, brainstorming, and nominal group technique (NGT)
- Force field analysis for decision making

Module 5: Interpersonal Communication

- Key concepts in interpersonal communication
- Giving and receiving feedback effectively

Module 6: Facilitation Skills

- Essential skills for group facilitators

- Listening and asking effective questions
- Handling group dynamics

Module 7: Group Dynamics

- Basic concerns of group dynamics
- Data flow, goal formation, and decision-making processes

Module 8: Conflict Resolution

- Goals for resolving conflicts
- Different strategies for dealing with conflict
- Conflict management techniques

Module 9: Dealing with Problem Participants and Problem Situations

- Handling difficult participants
- Prevention and intervention strategies

Module 10: Self-Assessment Action Planning

Action planning for personal and professional growth