

# Succeeding in your role as a facilitator, the best techniques

Hands-on course of 2 days - 14h

Ref.: FAC - Price 2024: CHF1 530 (excl. taxes)

This course will allow you to acquire specific facilitator skills that have proven their capacity to increase productivity, build better action plans, make more appropriate decisions and extract better quality information.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Acquire facilitator skills and techniques
- Increase your team's productivity
- Define an effective action plan
- Gain proficiency in facilitation tools such as listening
- Resolve group failures

## THE PROGRAMME

last updated: 06/2024

### 1) Facilitation: general

- Define facilitation.
- The facilitator as a belt drive and cohesion factor.
- The facilitator's role: guide, shepherd, captain?
- The facilitation cycle: listen, stimulate, involve, organise.
- Create a protected and facilitating environment.

*Hands-on work* : Positioning test.

### 2) Facilitator attitudes

- Stay focused on results and goals.
- Give clear and concise instructions.
- Overcome common facilitation barriers.
- Develop self-awareness.
- Assess facilitation styles.
- Be consistent; reduce psychological stress.
- Overcome a reluctance to facilitate.
- Develop your emotional neutrality

*Hands-on work* : Role-playing scenarios based on professional examples. Role play and group debriefing.

### 3) The facilitation tool - Listening

- Know the stages of team development.
- Define the roles and responsibilities of the participants.
- Collect your data beforehand for optimal results.
- Control the flow, not the content.
- Manage individual and collective emotions.
- Listen in order to discern emotional content.
- Reformulate and refocus for greater clarity.

## PARTICIPANTS

Managers.

## PREREQUISITES

No specific prior knowledge required.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Turn active listening into facilitating questions.

*Hands-on work : Role-playing scenarios based on professional cases.*

#### 4) Facilitation techniques

- Create a highly productive climate.
- Identify passive indicators.
- Manage aggressive behaviours. Maintain an assertive atmosphere.
- Highlight the group's dysfunctions.
- Resolve a participant's difficult behaviour.
- Quantify typical behaviour dysfunctions.
- Create a personal facilitation plan.
- Implement the necessary check points and milestones to ensure comprehensive monitoring.

*Hands-on work : Realistic role play and group debriefing. Creating a personal development plan.*

## DATES

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### REMOTE CLASS

2025 : 20 Mar, 05 Jun, 11 Sep, 04

Dec