

# Facilitator Training

## **Purpose**

To learn the skills necessary to facilitate a CI team to success.

**Objectives** At the completion of the class, students will be able to:

1. List the top five skills a facilitator needs
2. Explain the four language techniques of a facilitator
3. State the five best and five worst behaviors
4. Define content versus process
5. List the seven stages of facilitation
6. Describe various participation interventions
7. Explain the five basic conflict strategies

## **Prerequisite**

CI Team member training.

## **About the Class**

1. To practice the skills and techniques of this class, students are encouraged to edit an existing procedure or develop a new procedure.
2. This class will be tailored to your industry sector.
3. Each student receives a student guide containing a representation of the program's slides and graphics with space provided for note taking.
4. This class can accommodate up to 25 people.
5. Duration: 8 hours.

## **Facilitator Training Topics Covered**

### **Introduction**

1. Course Overview
2. Agenda
3. Groundrules
4. Activity

### **What are Facilitators and What do They Do?**

1. Leading Without Taking the Reins
2. Activity
3. Facilitating Skills
4. Understanding Process Versus Content
5. Facilitation Tools
6. Common Facilitation Dilemmas
7. Closing Activity

### **The Language of Facilitation**

1. Four Language Styles
2. Giving and Receiving Feedback
3. Facilitator Neutrality
4. Activity

### **Facilitation Stages**

1. Seven Stages of Facilitating
2. Activity

### **Creating Participation**

3. Conditions for Participation
4. Removing Roadblocks
5. Creating Buy-in
6. High Participation Techniques
7. Activity

### **Facilitating Conflict**

1. Debate Versus Argument
2. Managing Conflict
3. The Five Conflict Options
4. Confrontational Facilitation
5. Activity