



Facilitation Skills (full day)

Course Outline

This course will give you an understanding of facilitation principles and techniques used to conduct successful facilitation and an opportunity to practice and role play these facilitation skills to achieve optimum results.

- Written exercises
- Video role modelling

"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."

Content modules:

- Define and understand what EI is
- EI Models
- Five Core EI Skills
- Undertake individual EQ/EI audit
- Understanding empathy
- Managing emotions and stress in the workplace
- Behaviour, communication and language

Learning outcomes:

- Identify and explain the process and values of facilitation
- Maintain neutrality while facilitating
- Recognise group dynamics and motivations
- Build consensus and address resistance
- Develop strategies for handling hecklers, bullies, and other disruptive participants and confront and overcome difficult situations
- Face the fear of facilitation

Learning styles:

- Interactive group discussion
- Presentation of information
- Small group breakouts
- Individual learning and audit
- Skills practice & role play
- Case studies