

# Course Description

## Building a Facilitator's Toolkit AMS204

### Overview

As teams grow in importance as a key business strategy, the need for people who can successfully facilitate the team process increases dramatically. As the need grows, so does the confusion as to the meaning and role of facilitation skills in a team setting. The effective facilitator helps the team set goals, develop norms, solve problems and reach decisions. This course will address the core competencies necessary for effective facilitation, and give participants an opportunity to use these skills in an informative role-play.



### Learning Objectives

- Learn the six roles of a facilitator and their relevance to team effectiveness
- Examine the 15 key behaviors of a successful facilitator including their purpose, key comments, useful questions and associated tools and techniques
- Review, participate in demonstrations and practice tools to generate ideas, get involvement, make decisions, record results, deal with disagreement and close a meeting
- Practice facilitating a meeting and receive feedback using custom scenarios
- Assess your skills against the benchmark of the 15 behaviors and then use the feedback to develop a personal action plan for self development

### Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

### Duration

One day

### Who Should Attend

Professionals who would like to enhance their facilitation skills would benefit by taking this course.