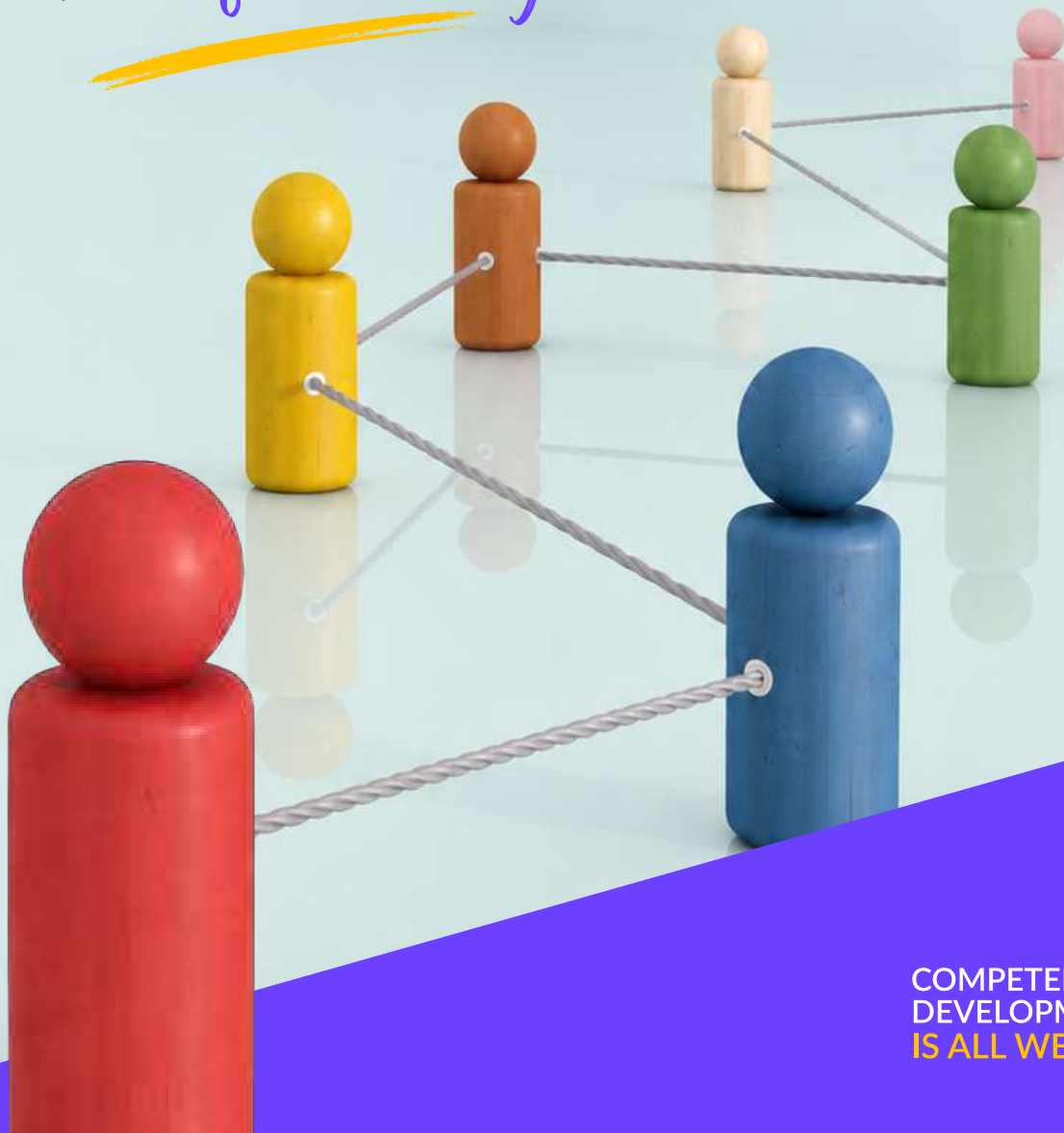


2 Day Facilitation Skills for Leaders & Managers

Explore Facilitation Techniques to Enable Powerful Change



OVERVIEW

Facilitation is often referred to as the new cornerstone of management philosophy with its focus on fairness and creating an easy decision-making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering.

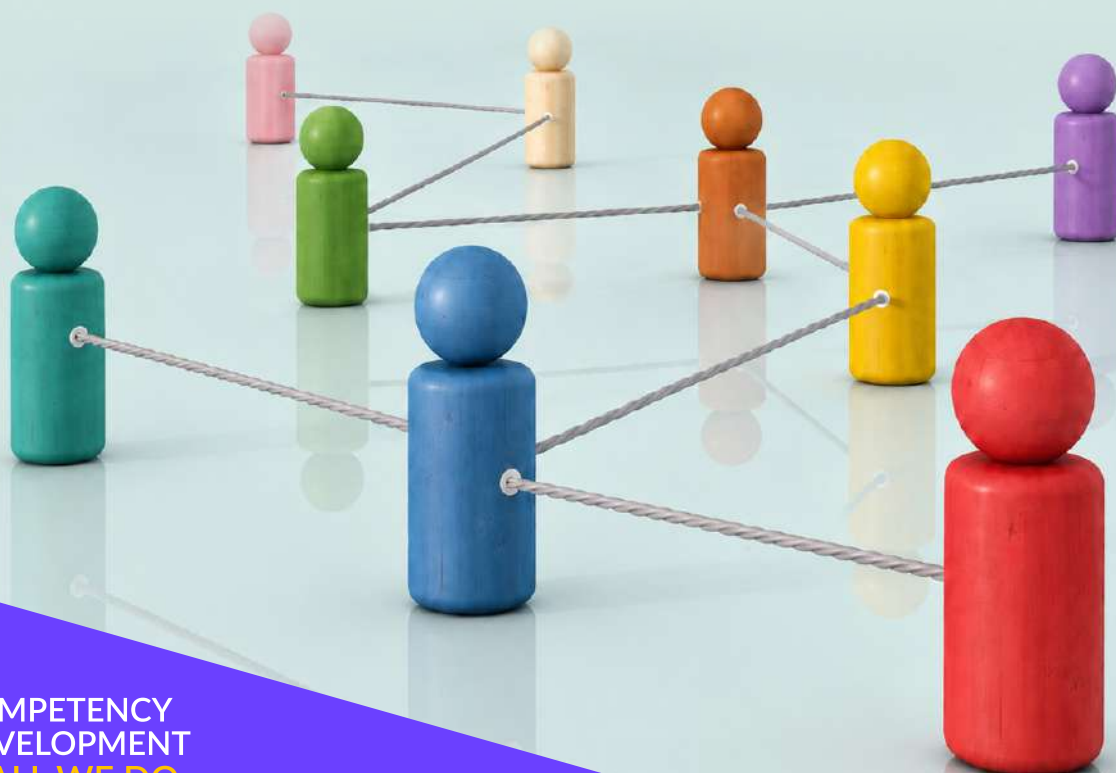
The Facilitation Skills workshop can help any organization make better decisions. It will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate meetings. A strong understanding of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

WHAT PARTICIPANTS CAN EXPECT TO LEARN

- Define facilitation and identify its purpose and benefits.
- Clarify the role and focus of a facilitator.
- Differentiate between process and content in the context of a group discussion.
- Provide tips in choosing and preparing for facilitation.
- Identify a facilitator's role when managing groups, and how to help groups reach consensus.
- Provide guidelines in dealing with disruptions, dysfunctions, difficult people in groups, and when and how to intervene.

WHO SHOULD ATTEND

Anyone who needs to plan and lead trainings, meetings and discussions with staff, teams, or special interest, and stakeholder groups.



COURSE OUTLINE

Module

1

Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

Module

2

Process vs. Content

- About Process
- About Content
- A Facilitator's Focus
- Critical Competencies for Facilitators

Module

3

Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Module

4

Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing
- Application of the Model in Team Development

Module

5

Building Consensus

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

Module

6

Reaching a Decision Point

- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

Module

7

Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own

Module

8

Addressing Group Dysfunction

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Module

9

About Intervention & Techniques

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention
- Using Your Processes
- Boomerang it Back
- ICE It: Identity, Check for agreement, Evaluate how to Resolve



Daniel Gonzaga

A L&D and OD leader with 15 years of human resource and organization development, Daniel demonstrates a good track record as a strategic business partner in local and multinational corporations. He has coached business owners, business leaders, and high-potential talents to be successful in their lives and businesses.

Daniel has facilitated conversations around goal clarity and problem-solving with senior leadership teams as well as management teams. He has and is currently coaching clients around business coaching, life coaching, and sports coaching. He is currently coaching clients in the banking sector, regional hospitals, FINTEC startups, and a number of local SME entrepreneurs.

He has a passion to support Leadership teams to gain clarity in setting business



objectives and strategies. He has worked with high performing leadership teams to craft their vision, mission and goals for the business.

As the former President of Malaysian Association of Facilitators (MAFA), Daniel's passion is in bringing out the best in people and having them create greater opportunities and possibilities in all aspects of life.

ADMINISTRATIVE DETAILS

- Venue: CeDR Corporate Consulting Sdn Bhd / Online via Zoom (visit our website www.cedr.com.my for the public program scheduled date)
- To register, contact us at 03-33447310 or lgrouplearning@cedr.com.my
- This program can be customized and conducted as in house either online or face-to-face. It can be conducted in both English or BM (*based on the proficiency of the participants*).



HRDC Claimable

PROGRAM FEE:

RM1,200*

PER PERSON
subject to 8% SST.

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