

FACILITATION SKILLS



36-Hour Training Program

Program Structure: 6 online sessions (4 hrs each) + 2 in-person sessions (6 hrs each)

Online Phase: 24 hours total: Theory and frameworks

In-Person Phase: 12 hours total: Applied practice, role play, mock facilitation

Framework: Aligned with IAF (International Association of Facilitators) core competencies

PHASE 1: ONLINE · VIRTUAL | Theory and Frameworks Sessions 1–6 · 4 hours each · 24 hours total

Session 1: The Facilitation Mindset

Online · 4 hours | *What separates a facilitator from a presenter — and why it changes everything.*

- **Facilitation vs. training vs. presenting** — Roles, responsibilities, and common misconceptions
- **Core principles: neutrality, inclusion, process ownership** — The facilitator's fundamental commitments
- **Adult learning theory (Andragogy)** — Knowles' principles and their practical implications
- **Group dynamics fundamentals** — Tuckman's stages: forming, storming, norming, performing
- **The facilitator's presence and authority** — Projecting confidence without dominating the room
- **Session design overview** — Inputs, process, and outputs model

Session 2: Designing Effective Sessions

Online · 4 hours | *How to architect a facilitated session so outcomes are built-in, not hoped for.*

- **Clarifying purpose and outcomes** — Working backwards from the desired result
- **Audience analysis and stakeholder mapping** — Adapting design to who is in the room
- **Agenda construction and time-boxing** — Opening, body, and close — timing that holds
- **Icebreakers and energizers that actually work** — Purposeful openers, not fluff
- **Visual facilitation tools** — Flip charts, whiteboards, and digital canvases (Miro/Mural)
- **Hybrid session design** — Bridging the in-room and remote participant divide

Session 3: Core Facilitation Techniques

Online · 4 hours | *The hands-on toolkit: how to ask, listen, capture, and move groups forward.*

- **Powerful questioning techniques** — Open, probing, clarifying, and hypothetical questions
- **Active listening and paraphrasing** — Making participants feel heard and understood
- **Capturing and synthesizing ideas** — Parking lots, affinity mapping, and dot voting
- **Consensus-building methods** — Fist-to-five, multi-voting, and gradient of agreement
- **Pacing and transitions** — Knowing when to push and when to let silence work
- **Energizing a disengaged group** — Reading the room and recalibrating on the fly

Session 4: Managing Group Dynamics and Conflict

Online · 4 hours | *Staying neutral while keeping the group on track — the hardest part of facilitation.*

- **Recognizing disruptive behaviours** — Dominators, side-trackers, silent resisters, and cynics
- **Intervention techniques** — Redirecting, balancing, and re-engaging difficult participants
- **Managing conflict constructively** — Surfacing tension without escalating it
- **Power dynamics and hierarchy in groups** — When the boss is in the room
- **Psychological safety and inclusive facilitation** — Creating conditions where all voices can emerge
- **Cultural sensitivity in facilitation** — Cross-cultural group norms and communication styles

Session 5: Facilitation for Decision-Making and Problem Solving

Online · 4 hours | *Structured methods to help groups move from divergent thinking to clear decisions.*

- **Divergent and convergent thinking** — When to open up and when to close down
- **Structured problem-solving frameworks** — Design Thinking, SWOT facilitation, fishbone diagrams
- **Brainstorming methods beyond post-its** — Brainwriting, SCAMPER, and reverse brainstorming
- **Prioritization and decision frameworks** — Impact-effort matrices and criteria weighting
- **Strategic planning facilitation** — Facilitating vision, goals, and roadmap sessions
- **Documenting and communicating outcomes** — From session notes to actionable summaries

Session 6: The Professional Facilitator

Online · 4 hours | *Ethics, business development, and continuous growth as a facilitation professional.*

- **Facilitator ethics and professional standards** — IAF core competencies and code of ethics
- **Contracting with clients** — Scoping, briefing, and managing expectations
- **Evaluating facilitation effectiveness** — Kirkpatrick model and post-session debrief approaches
- **Building your facilitation toolkit and style** — Signature methods and personal brand
- **Virtual and hybrid facilitation tools deep-dive** — Zoom, Teams, Mentimeter, Slido, and Miro
- **Preparation for in-person intensives** — Pre-work, briefing, and what to expect in Days 1-2

PHASE 2: IN-PERSON · FULL DAY | Applied Practice Sessions 7–8 · 6 hours each · 12 hours total

Participants are expected to arrive with all six online sessions completed. Both days are entirely experiential with no theory re-delivery. The goal is deliberate practice under observation with real-time feedback.

Session 7: Day 1: Practice Lab | Foundations

In-Person · 6 hours | *Theory meets reality. Participants step into the facilitator's seat for the first time under live observation and structured feedback.*

- **Morning warm-up: facilitation energizer circuit (30 min)** — Participants lead 5-minute icebreakers in rotation — debrief as a group
- **Mock session: agenda design challenge (60 min)** — Teams design and pitch a 90-minute facilitated session; peer critique follows
- **Live role play: managing difficult participants (60 min)** — Facilitators navigate staged disruptors — dominator, cynic, and silent resister
- **Structured feedback workshop (45 min)** — Giving and receiving developmental feedback using the SBI model
- **Visual facilitation practicum (45 min)** — Participants practice whiteboard capture, affinity mapping, and dot voting live
- **Afternoon mock facilitation: problem-solving session (90 min)** — Pairs co-facilitate a 20-minute problem-solving session; group observes and debriefs

Session 8: Day 2: Capstone | Full Facilitation

In-Person · 6 hours | *Every participant facilitates a full session. Peers observe, coach, and certify readiness.*

- **Opening keynote delivery (30 min per participant)** — Each participant delivers a 5-minute facilitation opening with framing and objectives
- **Capstone facilitation: full session (120 min)** — Groups of 4-5; each person leads a 20-minute facilitated session on an assigned topic
- **Conflict intervention simulation (45 min)** — High-stakes scenario: facilitating a room with competing agendas and hierarchy tension
- **Hybrid facilitation simulation (45 min)** — Half the group is in-room, half joins remotely — facilitators manage both simultaneously
- **Peer certification panel (30 min)** — Structured peer-to-peer assessment against IAF competency rubric
- **Personal development planning and program close (30 min)** — Each participant commits to a 90-day facilitation growth plan; program debrief and celebration