



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

## Facilitation skills

### Learning Outcomes

This course will enable you to:

- Define facilitation & identify its purpose
- Understand the benefits of good facilitation
- Master the role & focus of a facilitator
- Differentiate between process & content of a group discussion
- Learn effective tools for preparing for an effective facilitation session
- Master techniques for effective facilitation from Tuckman & Jensen's stages of group development (forming, storming, norming & performing)
- Learn how to help a group reach a consensus and a final solution, by encouraging participation
- Practice techniques for dealing with disruptions, dysfunctions & difficult people in a group setting
- Define what interventions are, when they are appropriate and learn how to implement them

