

# Supervisors And Managers

## Facilitation Skills Course Outline:

### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Module Two: Understanding Facilitation

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

### Module Three: Process vs. Content

- About Process
- About Content
- A Facilitator's Focus

### Module Four: Laying the Groundwork

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

### Module Five: Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

### Module Six: Building Consensus

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

### Module Seven: Reaching a Decision Point

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

### Module Eight: 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 Nine: Addressing Group Dysfunction

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

### Module Ten: About Intervention

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention



## Module Eleven: Intervention Techniques

- Using Your Processes
- Boomerang it Back
- ICE It: Identity, Check for agreement, Evaluate how to Resolve

## Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations