

# PROFESSIONAL CERTIFICATE IN FACILITATION

**ITD**WORLD  
Your Global Coaching &  
Leadership Development Partner



Engage and  
Collaborate for  
Greater Results



More than ever now in organizations, a great amount of the work is being done by teams. However, working together as teams, by itself, does not equal success. Individual

## engagement & collaboration

are necessary. Group process facilitation embodies both of these factors, and much more. The ability to facilitate group processes is fast becoming the 'secret recipe' for many successful organizations.





A facilitator is a person who provides  
**structure & process**

to interactions so that groups can move forward effectively. He /She will have a toolbox of group process methods and techniques for a variety of work group scenarios. Providing structure and process can significantly improve clarity and minimize the problems that groups working together usually face. We use the term

**‘group process facilitator’**

to distinguish this different context of a person using facilitation techniques to help work groups achieve desired outcomes.



Group process facilitators are able to help work teams to:

- Collaborate on design and innovation activities
- Use for Group Coaching and brainstorming
- To generate ideas and coming to a team consensus
- Analyze problems and root causes
- Agree on goals and work plans
- Make team decisions
- Resolve differences and conflicts
- Gain consensus on future action
- Have shorter, more productive meetings

The Certificate in group Facilitation is highly recommended for:

Team leaders | CEOs | General Managers and Heads of Depts  
| Project Leaders | Internal and External Consultants | HR  
Professionals | Advisers | Those who wants to be better  
equipped to help teams function more effectively



Participants can expect to be able to:

- **EQUIP** themselves with the core principles and ethical guidelines of facilitation
- **DISTINGUISH** group process facilitation from other concepts of facilitation
- **ACHIEVE** higher levels of engagement and collaboration among group members
- **ESTABLISH** and gain consensus on group tasks
- **ESTABLISH** productive, shared group norms
- **GUIDE** teams in establishing agendas
- **OBSERVE** group and individual processes
- **ENCOURAGE** participation
- **HANDLE** difficult situations in teams
- **CREATE** shared decisions and more committed team as a result



**4 full days**  
*In person*



### ••• Morning Session

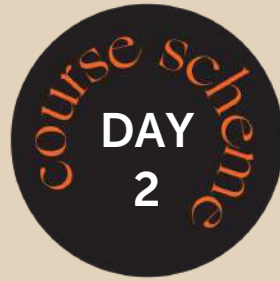
- Facilitation explained
  - The principles and ethics of facilitation
  - The facilitation cycle
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### ••• Afternoon Session

- The core tools of facilitation
  - 🌀 Suggestive questioning
  - 🌀 Listening and responding
  - 🌀 Observing group process
  - 🌀 Providing feedback



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### ••• Morning Session

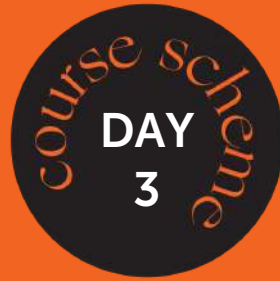
- Workshops in group process observation (GPO)
  - Providing post-GPO feedback
  - Facilitation interventions
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### ••• Afternoon Session

- Facilitator Roles
  - 🌀 Focusing the group
  - 🌀 Pace-making
  - 🌀 Clarifying
  - 🌀 Directing
  - 🌀 Equalizing participation
  - 🌀 Processing
  - 🌀 Summarizing
  - 🌀 Encouraging evaluation



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### ••• Morning Session

- Model facilitation structures
    - 🌀 Appreciative Inquiry – for vision, goals, strategies
    - 🌀 Balanced Scorecard – for performance KPIs
    - 🌀 Design Thinking – for innovation
    - 🌀 Problem Tree – for problem analysis
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### ••• Afternoon Session

- Other facilitation tools
  - 🌀 Technology of Participation (ToP)
  - 🌀 SOCAR
  - 🌀 Six Thinking Hats





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### ••• Morning Session

- Application Exercises
    - 🌀 Gaining consensus on team goals and action plans
    - 🌀 Gaining consensus on problems and root causes
    - 🌀 Gaining consensus on team decisions
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### ••• Afternoon Session

- Application Exercises
  - 🌀 Handling difficult situations
- Facilitating online groups
- Summary of course participants' key insights
- Follow-on action