



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Facilitation Skills for Team Leaders, First Edition

Course Specifications

Course Number: AXO84-069IG

Course Length: 1 day

Description: The instructor's guide is designed for group or classroom training and includes facilitator instructions and suggested scripts, as well as structured lessons from the Fifty-Minute Book and reinforcement activities for participants to practice new skills. Visual aids and handouts are provided on a master CD that is attached to the inside front cover of each guide. Instructors should order enough copies of the Fifty-Minute Book for each participant.

Topic-Level Outline

MODULE 1: Understanding Facilitation

- Why Facilitation?
- What Facilitators Do
- Putting Your Facilitation Skills into Action
- Training, Presenting, or Facilitating?
- Structure vs. Content

MODULE 2: Team Involvement, Decision Making, and Dynamics

- Encouraging Participation
- Types of Questions to Ask
- Putting Questions Together
- Quiz: The Match Game
- Body Language and Facilitation
- Skill #2: Record the Teams Effort
- Six-Step Problem-Solving Process

MODULE 2: Team Involvement, Decision Making, and Dynamics

- Getting Group Agreement
- Meeting Preparation Checklist
- Team Life Cycles
- Team Development Exercise
- Handling Difficult Team Members
- Handling Difficult Team Members
- Quiz: The Match Game
- What If the Group Still Gets Stuck?

MODULE 3: Facilitation Tools

- Essential Tools, Process Flowcharts
- Brainstorming
- Cause-and-Effect Diagrams
- Pareto Diagrams , CONCLUSION
- Learning Objectives Review
- Course Evaluation

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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