

### 'Stimulating the Flow of Ideas'

<b>Business Scenario</b>	An organisation's most valuable resource is its people. One of the key measures of that value is the quality of their ideas. Opportunities are lost and money is wasted when people do not have the forum to share their knowledge, experience and opinions. To create an environment where information can flow freely requires the qualities and skills of a good facilitator.		
<b>Who will Benefit?</b>	Managers, team leaders, trainers and those wishing to enhance the performance of their team or organisation by maximising individual input and ideas. This course would also be beneficial for those who need to develop a more collaborative approach to problem solving.		
<b>Course Objectives</b>	By the end of the course you will be able to: <ul style="list-style-type: none"> <li>▪ Adopt the skills required for focused facilitation</li> <li>▪ Create the necessary environment for successful communication</li> <li>▪ Use listening skills in order to extract and promote the best ideas</li> <li>▪ Utilise proven problem solving techniques to explore issues and gain consensus</li> <li>▪ Encourage active participation from all members of the group</li> <li>▪ Use questions effectively to gather information and stimulate the flow of ideas</li> </ul>		
<b>Course Content</b>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <b>The fundamentals of facilitation</b> <ul style="list-style-type: none"> <li>▪ Defining what is meant by facilitation</li> <li>▪ Recognising the skills &amp; qualities of the effective facilitator</li> <li>▪ Outlining your role &amp; responsibilities as the facilitator</li> </ul> <b>Approaches to facilitation</b> <ul style="list-style-type: none"> <li>▪ Recognising the parameters of facilitation</li> <li>▪ Analysing the various approaches</li> <li>▪ Integrating your approach with the group to meet objectives</li> </ul> <b>Group dynamics</b> <ul style="list-style-type: none"> <li>▪ Developing awareness &amp; understanding of group dynamics</li> <li>▪ Fostering communication &amp; listening within the group</li> <li>▪ Knowing techniques to handle disruptions</li> <li>▪ Working through problem solving issues with groups</li> </ul> </td> <td style="vertical-align: top; width: 50%;"> <b>Effective communication of the facilitator</b> <ul style="list-style-type: none"> <li>▪ Practising the skills for effective listening</li> <li>▪ Using appropriate &amp; effective questions to develop participation</li> <li>▪ Recognising your impact upon the group through awareness of Transactional Analysis</li> <li>▪ Using techniques &amp; tools for information gathering, analysis and participative group working</li> </ul> <b>Managing different situations</b> <ul style="list-style-type: none"> <li>▪ Handling different people types</li> <li>▪ Working through techniques to draw out ideas, beliefs and experiences of the group</li> <li>▪ Knowing how to promote constructive feedback rather than criticism</li> <li>▪ Running effective participative sessions</li> </ul> </td> </tr> </table>	<b>The fundamentals of facilitation</b> <ul style="list-style-type: none"> <li>▪ Defining what is meant by facilitation</li> <li>▪ Recognising the skills &amp; qualities of the effective facilitator</li> <li>▪ Outlining your role &amp; responsibilities as the facilitator</li> </ul> <b>Approaches to facilitation</b> <ul style="list-style-type: none"> <li>▪ Recognising the parameters of facilitation</li> <li>▪ Analysing the various approaches</li> <li>▪ Integrating your approach with the group to meet objectives</li> </ul> <b>Group dynamics</b> <ul style="list-style-type: none"> <li>▪ Developing awareness &amp; understanding of group dynamics</li> <li>▪ Fostering communication &amp; listening within the group</li> <li>▪ Knowing techniques to handle disruptions</li> <li>▪ Working through problem solving issues with groups</li> </ul>	<b>Effective communication of the facilitator</b> <ul style="list-style-type: none"> <li>▪ Practising the skills for effective listening</li> <li>▪ Using appropriate &amp; effective questions to develop participation</li> <li>▪ Recognising your impact upon the group through awareness of Transactional Analysis</li> <li>▪ Using techniques &amp; tools for information gathering, analysis and participative group working</li> </ul> <b>Managing different situations</b> <ul style="list-style-type: none"> <li>▪ Handling different people types</li> <li>▪ Working through techniques to draw out ideas, beliefs and experiences of the group</li> <li>▪ Knowing how to promote constructive feedback rather than criticism</li> <li>▪ Running effective participative sessions</li> </ul>
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<b>Course Features</b>	This is a highly participative course with the opportunity for you to recognise & understand the key part facilitators play in generating ideas and group working. The concepts are addressed through various exercises to allow practical application of learning.		