

FACILITATION SKILLS FOR EVERYBODY

Learn to Facilitate and Facilitate to Learn

a) THE PROGRAMME – 6 DAYS

Day 1: 9h -17h

For a good start

- Introductions: the trainer and the participants
- Re-orientation to Co-Creative Facilitation
- Outcomes and Expectations
- Safe Space Exercise / Reaffirmation
- Generate Issue(s) Focus for Workshop
- Review of Tool Inventory for Workshop

Break

Basics on facilitation

- Facilitation: what for?
- Facilitation: what it is and what it is not – what do we know already?
- Facilitation versus teaching vs coaching vs training vs mentoring etc.
- Why, when, who and what to facilitate?
- A facilitator: who is that?

Lunch Break

Safe Space Exercise and field of relaxed communication

- What it is and how (what are the techniques) to create it?
- The »WE« space and the importance of responsibility in facilitation
- The »Flow« theory and its application in facilitation

Break

Facilitation Guidelines

- Facilitation Assumptions
- The Facilitator's Role
- Core Values
- Decision Process
- Context
- Beliefs
- Definition of Facilitation
- Guidelines for Generating Information
- Elements of Dialogue Management

Debrief Day



Day 2: 9h -17h

Check-in: Questions and Answers from Day 1

Group process and group mind

- What is a group and its characteristics
- Group processes
- People and how do we differ: different needs, expectations, values ...
- Different types of people: by representational systems, by SDI, by Myers-Briggs

Break

Group Process Role and Responsibilities

- Facilitator
- Scribe
- Story teller
- Timekeeper
- Process observer

Lunch Break

Facilitator's roles, skills and competences

- Facilitator's roles and competences by IAF – International Association of Facilitators
- Facilitator's basic skills: active and emphatic listening, paraphrasing and summarizing, giving feedback
- Giving instructions by participants' learning styles

Break

Facilitation techniques / methods

- Getting to know each other
 - *Technique 1: Individual/ partner/ group introduction*
 - Technique 2: Expectations Inventory
 - Technique 3: Photo methods

Debrief Day

Day 3: 9h -17h

Check-in: Questions and Answers from Day 2

Facilitation techniques / methods

- Defining the Issue
 - *Technique 4: Fishbone Diagram*

Break

- *Technique 5: Kiva*

Lunch Break

- Generating Ideas
 - *Technique 6: Brainstorming*

Break

- *Technique 7: Nominal Group Technique*

Debrief Day



Day 4: 9h -17h

Check-in: Questions and Answers from Day 3

Facilitation techniques / methods

- Organising and Prioritizing Ideas
 - *Technique 8: Organising Information for Prioritizing*
 - *Technique 9: Prioritizing*
 - *Affinity Mapping*
 - *Hierarchy of Importance*
 - *Matching and Overlapping*
 - *Time Sequencing*
 - *Pre-requisite Sequencing*

Lunch Break

- Problem Solving
 - *Technique 10: Value Based Problem Solving*

Break

- *Technique 11: Creative Problem Solving - Story Boarding*

Debrief Day

Day 5: 9h -15h

Check-in: Questions and Answers from Day 4

- Planning and Decision Making
 - *Technique 12: Disney Strategy for setting and evaluating Goals*

Lunch Break

- *Technique 13: De Bono Six Thinking Hats*

Break

- *Technique 14: Consensus Decision Making*

Debrief Day

Day 6: 9h -15h

Check-in: Questions and Answers from Day 4

- Other techniques
 - icebreakers
 - for enhancing communication
 - for enhancing group dynamics
 - for team building
 - energizers

Lunch Break

Facilitator's toolbox

- Visual aids and its usage
- Different types of media and their pros and cons: flipchart, pin board, white board, OHP, power point presentation etc.

Break

Before we part

- Questions and Answers
- Debrief Day
- Training Debrief and Evaluation
- Delivery of Certificates



b) LEARNING OBJECTIVES

- getting acquainted with facilitation and its possible usage in numerous fields
- to learn to facilitate through facilitation processes
- to understand and practice a role of a facilitator in group processes
- to acquire basic facilitation skills
- to learn and practise different facilitation techniques

c) QUALITY OF THE WORKSHOP – RECOGNISED BY EU

- The quality of the workshop was also recognised by EU, for it was added to a European database of Grundtvig programmes (adult education).

d) METHODS OF WORK

The workshop is organised in the form of interactive trainings which enable all the participants' active participation and their experiential learning.

Most frequently used methods and techniques are: individual and group work, lecturing, creative thinking, brainstorming, case study, nominal group technique, Disney strategy, analysis of real cases, discussion, debate, work with texts, de Bono techniques of creative thinking, SCORE model, SMART model for setting goals, method of barometer and sheet lightning, H-technique, Action plan in ten steps, Force Field analysis, flowchart and Fishbone diagram, Appreciative inquiry, dialogue, magic of metaphors, mini generative trans, meta model, techniques and model from neurolinguistic programming, story boarding, KIVA process, method of evaluation etc..

e) TARGET GROUP

- EMPLOYEES IN EDUCATION: teachers, professors, educators, trainers, train-the trainers, professional facilitators, mentors, supervisors, coaches, scouts,
- EMPLOYEES FROM MANAGEMENT: (project) managers, HR and development managers, leaders, mayors and other managerial staff who work with groups or spend numerous hours on long-lasting meetings,
- EMPLOYEES, WORKING WITH GROUPS: anybody who is involved in design and delivery of group process, and is keen to get acquainted with importance, role and work of a facilitator, and at the same time learn (through experience) and practise basic facilitation skills and techniques.

f) PARTICIPANTS

- from different European countries and different professional backgrounds – variety of professions and different experience and use of facilitation skills are ensured.

g) DATES OF THE TRAINING

- July, 5-10, 2010 (Monday to Saturday)



h) CERTIFICATES OF ATTENDANCE

- are delivered to all the participants on the last training day.

i) PREPARATION AND FOLLOW-UP

- **Prior:** A questionnaire on facilitation background, expectations and needs is sent to all the participants. Some optional reading material is prescribed.
- **Afterwards:** E-mail and Skype contacts are established during the training so that the participants stay in contact with each other and with the trainers, and keep exchanging experience and the use of what they learnt at the training.

j) VENUE AND LANGUAGE OF THE TRAINING

- The training will be held in Ljubljana, Slovenia, in groups of 20 people maximum.
- The training and the training material will be in English (for there are foreign participants), therefore a good knowledge (First Certificate Level) of English is required.

THE TRAINERS



Karin Elena Sánchez, graduate in economics (five years of undergraduate studies from Ljubljana University), certificate in adult education, preparing her master thesis in coaching and creativity, certified NLP Trainer (INLPTA - International Association of Neurolinguistic Programming), NLP Master Coach (INLPTA), NLP practitioner, NLP master practitioner, Adult Education practicum (International Train the Trainer's Training – 2 year programme), School of Emotional Intelligence, School of Intuition, International SDI (Strength Deployment Inventory) licence trainer, Generative Coaching and generative trans with Stephen Gilligan. She has ten years of Management experience in Marketing and Sales, Project Management and Public Relations; twenty years of experience in education to youth and adults.

She works as a **trainer, professional facilitator, coach and business counsellor**. She is specialised in facilitation, creativity, leadership skills and motivation, negotiations and conflict resolutions, team work, project management, change management, burn-out syndrome, emotional intelligence, coaching, neurolingistic programming, marketing and sales, mentoring, effective communication, public speaking, “train the trainers” programmes, case study method.

In the year 2008 she was nominated among **Ten Top Trainers of the year** (in Slovenia), awarded by Inštitut za izobraževalni management (Institute for educational management) SOFOS and Planet GV.



During various years facilitator and hostess at Slovene National Television, experience in facilitation, hosting performances, press conferences, brainstorming sessions, focus groups etc.

As a professional facilitator helps groups (companies) at strategic planning, event management, effective meetings, development of new products, conflict resolution, exploring interpersonal relationships, change management...

She also works in the field of burn-out syndrome, and has been preparing a preventive programme for raising awareness and taking measurements when there is still time.

She writes screenplay, directs and hosts different public events and performances, and writes articles from her professional field.

Since 2005 she has been also a General Secretary of Association of Educational Institutions and a member of Slovenian Association of Facilitators.

Masters five foreign languages: English (Certificate of Proficiency in English by Cambridge University), French, Spanish, German, Serbo/Croatian. Additional trainings: Train-the-Trainers programme in Facilitation, Intercultural training (Training of Intercultural Trainers), non-violent communication by Marshall Rosenberg, marketing, sales trainings, rhetoric, public speaking; typology, meta programmes and patterns (with Bert Feustel), transactional analysis 101, theatre improvisation as social integrative method, personal educational plan, leadership and motivation, establishment, managing and promotion of self-study centres, mentoring and counselling in self-study centres etc.

As a coach she works with individuals, couples and groups (organisations), whom she helps at recognising their own resources and surpassing their own limitations so that they could fully realize their personal and professional potentials and live in harmony with themselves, their spouses, organisations and the entire world.

In her seminars and workshops Karin Elena inspires with her extensive and interdisciplinary knowledge, unbeatable positivism and resourcefulness. Her participants are also enthusiastic about her remarkable skills of acting, rhetoric and the use of voice.



Mirjam Dominko, professor of Italian and French, certified NLP Trainer (INLPTA) and NLP Master Coach. She has been a Head of Language School and School of Communication, and she works as a teacher of foreign languages, a coach and trainer in the following fields:

- NLP diploma,



- Assertiveness in communication,
- How to prepare good study material,
- Clear goals – a prerequisite for successful action, NLP practitioner,
- The power of language in communication for more clearness and better understanding,
- Modelling – the most effective method for knowledge transfer,
- Forming a good team,
- Handling conflicts,
- Handling stress,
- From vision till action,
- Excellent presentation,
- Lecturer's Personal and Professional Excellence,
- Let's become good negotiators,
- Train-the-trainer,
- Effective communication,
- Effective time management,
- Learning styles in school,
- Successful first performance,
- Let's create a successful project together,
- Values – essential part of our personality and key at making decisions,
- Enhancing creative processes ...

k) TRAINING FEE

- 900,00 EUR – VAT included (to be paid by June, the 15th, 2010)
- Different for companies and individuals (VAT excluded).
- WE offer **discounts** for more participants from the same organisation.
- Cancellation fee: 350,00 EUR (if participation is cancelled after June, the 15th, 2010).
- Please, check on the registration form.

l) METHODS OF PAYMENT

- For individuals (by request) in installments as agreed and upon a signed contract (if you want to pay in installments, please contact us)

m) REGISTRATION AND PAYMENT

- Please send us a **properly filled registration form**, and we shall confirm your reservation.
- We shall get back to you with all instructions of how to pay for the training in time.

n) MORE INFORMATION

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