COURSE OVERVIEW SS0526-3D
Facilitation Skills and Group Dynamics

Course Title
Facilitation Skills and Group Dynamics



Course Date/ Venue
Session 1: April 18-20, 2027/Meeting Plus 9, City Centre Rotana, Doha, Qatar
Session 2: September 12-14, 2027/Meeting Plus 9, City Centre Rotana, Doha, Qatar

Course Reference
SS0526-3D

Course Duration/Credits
Three days/1.8 CEUs/18 PDHs

Course Description







70% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops, role-plays and/or gamification.

The course is designed to provide participants with an up-to-date overview on facilitation skills and group dynamics. The focus of the course is to build trusting relationships and define a clear brief/outcomes; plan appropriate small group interventions to deliver a brief/outcomes; facilitate effective and inclusive discussions, actions and learning; build awareness of good facilitation and group processes; and focus on facilitating 'conversations that matter' including how to host effective "World Café" style small group table discussions within a large group engagement.

The course will also cover the roots of facilitation; creating a safe, facilitative environment and defining where facilitation works; the facilitation cycle focusing on outcomes and objectives; delivering clear and concise instructions; overcoming common obstacles to effective facilitation; developing self awareness; the facilitator role and the basic principles of group processes; reducing facilitative stress; the techniques to develop emotional neutrality; the common causes of meeting tension; planning a facilitated meeting; identifying critical success factors; developing meeting agenda by applying critical planning and analysis techniques; and predicting potential meeting dysfunction.

At the end of the course, participants will be able to make an assertive start, establish ground rules, achieve the meeting outcomes and close at the appropriate juncture; carryout active listening and facilitative questioning techniques; facilitate and build consensus; apply the tools to maintain and build concensus; employ advanced facilitative techniques through creating a highly productive climate and dealing with difficult people; create action plan for facilitation; implement checklists to support complete and timely follow-up; plan and structure an effective small group session; use a variety of methods to direct and guide groups; develop a personal facilitation action plan; identify and flex the facilitation style with self-awareness, authority and presence; develop strategies for managing dynamics indiverse cross cultural and intergenerational group; and capture and summarize information accurately and skillfully.

Course Objectives/Outcomes & Benefits for the Participants

Upon successful completion of the course, each participant will be able to:-

- Apply and gain an in-depth knowledge on facilitation skills and group dynamics
- Discuss the roots of facilitation, create a safe, facilitative environment and define where facilitation works
- Illustrate the facilitation cycle focusing on outcomes and objectives, delivering clear and concise instructions and overcoming common obstacles to effective facilitation
- Develop self awareness through assessing facilitative styles and achieving coherence by reducing physiological stress
- Identify the facilitator role and the basic principles of group processes
- Reduce facilitative stress using biofeedback, apply techniques to develop emotional neutrality and identify the common causes of meeting tension
- Plan a facilitated meeting and identify critical success factors
- Develop meeting agenda by applying critical planning and analysis techniques and predicting potential meeting dysfunction
- Make an assertive start, establish ground rules, achieve the meeting outcomes and close at the appropriate juncture
- Carryout active listening and facilitative questioning techniques
- Facilitate and build consensus and apply the tools to maintain and build concensus
- Employ advanced facilitative techniques through creating a highly productive climate and dealing with difficult people
- Create action plan for facilitation by closing and completing the facilitative cycle and implementing checklists to support complete and timely follow-up
- Plan and structure an effective small group session, paying attention to helpful structures and interventions before, during and after a group event
- Use a variety of methods to direct and guide groups and develop a personal facilitation action plan
- Identify and flex the facilitation style with self-awareness, authority and presence
- Develop strategies for managing dynamics indiverse cross cultural and intergenerational group
- Capture and summarise information accurately and skillfully

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of facilitation skills and group dynamics for managers, supervisors, project managers, business analysts and those who want to improve team performance and solve business problems as well as those who have to run meetings or act as facilitator.

Training Methodology

Our courses employ an interactive, learner-centred methodology that integrates theoretical knowledge with practical application. The training is delivered through a suitable combination of some or all of the following methods, selected according to the course content and learning objectives:

- Instructor-led presentations and facilitated discussions
- Practical workshops and participant presentations
- Hands-on exercises and real-world case studies
- Equipment demonstrations and technical drawings
- Hardware- and software-based simulations
- Gamification & Role Play in soft-skills courses only
- Virtual Reality (VR) and Augmented Reality (AR)
- Instructional videos and other relevant training resources

This blended approach encourages active participation, strengthens practical skills and supports the effective application of acquired knowledge in the workplace.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Fee

US$ 4,250 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

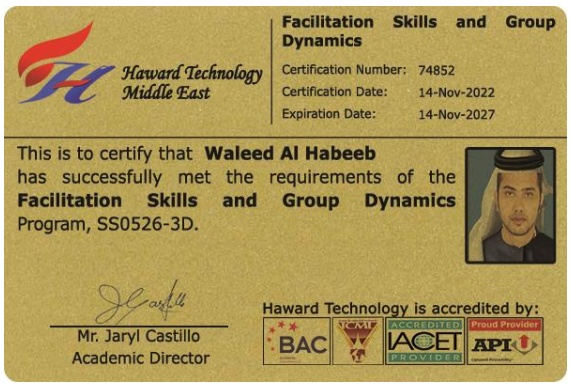
(1) Internationally recognized Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-







(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-22

HTME No. 74852

Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
SS0526-3D	Facilitation Skills and Group Dynamics	November 12-14, 2022	18	1.8

Total No. of CEU's Earned as of TOR Issuance Date **1.8**

TRUE COPY

Jaryl Castillo
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling, Cost Control, and Earned Value Management, **Project** Management (**Predictive**, **Agile**, and **Hybrid**), **PMO** setup and governance, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Risk** and **Contract** Management (including contract development, tendering, dispute resolution, and claims), **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Stakeholder Management** and **Communication**, **Performance Coaching** and **Difficult Conversations**, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Leadership Orientation** Programme, **Leadership & Team** Development, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Leadership & Performance** Management, **Leadership Communication**, **Leadership Excellence** for Senior Management, **Supervisory**, **Leadership**, **Coaching & Mentoring**, **Leadership**, **Communications** & Interpersonal Skills, Administrative Leadership Skills, **Office Management & Administration** Skills, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence** and **Resilience**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), Controlling Your **Time & Managing Stress**, **Crisis** Management and **Decision-Making Under Pressure**; and **Customer Experience**, **Service Excellence**, and **Negotiation Skills**, Strategic **Human Resources** Management, **Change** Management and **Organizational** Development, **Human Capital** and **Talent** Management (succession planning, performance management, competency frameworks, and behavioral assessment), **Strategic Planning** and **Execution**, Project **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he has also led or supported Training Needs Analyses **(TNA)**, large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager**, **Departmental Head (Electrical)**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Senior HR Consultant**, **Senior Lecturer / Academic Supervisor**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals**, **International Trainer**, and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College**, **South Africa**. Further, he is a **Certified Project Management Professional** (**PMP**), a **PMI Authorized Training Partner** (**ATP**) **Instructor**, a **Certified Associate** in **Project Management** (**PMI-CAPM**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions

Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***

0830 – 0930	***The Roots of Facilitation*** *Reasons to Facilitate ● Dimensions of Group Facilitation ● Characteristics of a Good Facilitator ● Facilitation Cycle ● Five Stages of Group Development ● Forming ● Storming ● Norming ● Performing ● Adjourning*
0930 – 0945	*Break*
0945 – 1100	***Developing Self-Awareness: The Centered Facilitator*** *Facilitator's Role in Group Stages & Basic Principles of Group Processes● Specific Facilitation Behaviors ● Setting Ground Rules ● Acknowledging Contributions ● Probing ● Garnering Participation ● Reflecting & Clarifying ● Resolving Conflict ● Resolving A Conflict – Four Square (R. Kajuth) ● Some Common Group Inhibitors ● Facilitation Cycle ● Facilitative Teaching Style ● Contrasts between Suggestive & Collaborative Styles*
1100 – 1200	***Developing Self-Awareness: Overcoming Reluctance to Facilitate*** *Symptoms of Distress ● Causes of Stress ● Coping Skills ● What Skills & Dispositions Does a PLC facilitator Need? ● The Key Characteristics that Need to be Developed within the PLC ● Winning Hearts & Minds ● Mid-Phase*
1200 – 1215	*Break*
1215 – 1315	***Developing Self-Awareness: Overcoming Reluctance to Facilitate (cont'd)*** *Final Phase ● Four Key Roles in Facilitating ● Discussion ● Affect, Emotions & Moods ● Eight Basic Emotions ● Sources of Emotions & Moods ● External Constraints on Emotions*
1315 – 1420	***Practical Sessions***
1420 - 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	***Planning a Facilitated Meeting*** *Facilitation Rules ● Participation & Roles ● Role of Facilitator ● Role of Participants ● Preparation Steps ● Assertiveness ● Meeting Steps ● Wrap Up Step ● Active Listening ● Reflecting ● Encouraging ● Summarizing ● Clarifying ● Restating ● Validating ● Key Elements for Team Success*
0930 – 0945	*Break*
0945 – 1100	***Planning a Facilitated Meeting (cont'd)*** *Team Principles ● 5 Rules of Facilitation ● Facilitative Questioning Techniques ● The Extraordinary Power of Questions ● Facilitative Questioning ● Pre-Facilitation ● Assessing Needs ● The 5 P's of Preparation ● Planning ● Agenda Development Guideline ● Designing an Effective Agenda ● Top 10 Ways to Ensure a Bad Agenda ● Facilitation ● Facilitation Process Tools ● Post Facilitation*

1100 – 1200	***Putting Your Skills to Work*** *Handling Challenging Members and Issues Effectively ● Deciding Whether or Not to Intervene ● Facilitation Intervention Wording ● Other Re-Framing Ideas ● Put Prevention to Work ● Managing Dysfunction ● Tips ● Dealing with Resistance ● Decision-Making Methods ● Methods for Polling ● Consensus*
1200 – 1215	*Break*
1215 – 1315	***Developing Facilitation Skills***

	Three Principles of Facilitation ● Encourage Participation ● Why do you need Facilitation Skills? ● Being a Good Facilitator Includes ● Planning a Good Process ● Common Ground Rules ● The Meeting Process ● Preventing Disruptions ● Interventions for Disrupters
1315 – 1420	***Practical Sessions***
1420 - 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	***Facilitation Toolkit*** *The Facilitators Best Tool….Questions ● Techniques For Setting Priorities ● Brainstorming ● Voting ● Nominal Group Technique ● The Agenda ● Elements for "Setting the Stage" ● Room Arrangements ● Theater Style ● Classroom Style ● Chevron ● U-Shaped ● Hollow-Square/Solid Square ● Half-Circle ● Meeting Room Environment ● Good Beginnings ● Meeting Ground Rules ● Throwing It Back To The Group ● Brainstorming ● Asking Non-Threatening Questions*
0930 – 0945	*Break*
0945 – 1100	***Facilitation Toolkit (cont'd)*** *Paraphrasing ● Prioritizing ● Stacking ● Go-Rounds ● Breaking into Small Groups ● Plan & Structure an Effective Small Group Session, Paying Attention to Helpful Structures & Interventions Before, During & After a Group Event ● Use a Variety of Methods to Direct & Guide Groups ● Speakers List ("Stacking") ● Consensus ● What is Consensus Decision Making? ● The Consensus Process ● Things to Consider ● When does Consensus Work Best? ● A Decision by Consensus ● Summary Consensus means…● Basic Building Blocks ● Building Consensus: Common Mistakes ● Other Technique*
1100 – 1200	***Advanced Facilitative Techniques: Creating a Highly Productive Climate*** *Social Skills That Develop in Productive Learning Environments ● Positive Classroom Climate ● Essential Human Elements of Productive Learning Environments ● Identify & Flex Your Facilitation Style with Self-Awareness, Authority & Presence ● Develop Strategies for Managing Dynamics Indiverse Cross Cultural & Intergenerational Groups ● Accurately & Skillfully Capture & Summarise Information*

1200 – 1215	*Break*
1215 – 1245	***Dealing with Difficult People*** *Principle No. 1: For Every Action… ● Principle No. 2: Stronger Emotions Dominate ● Principle No. 3: What Gets Rewarded Gets Repeated ● Principle No. 4: Move the Conversation Forward ● Language of an Interaction ● 6 Step Whole Brain Approach ● Planning ● Agenda Development Guideline ● Vision ● Mission ● Objectives ● Strategies ● Sort Generated Ideas into Categories ● Factors to Consider while Developing Strategies ● The Best Action Steps Are ● Review the Action Plan for ● Prioritizing Action Steps ● Communicate Progress ● Document Progress ● Celebrate Progress, Renew the Action Plan ● Action*

	Planning Helps You…● Action Planning Includes… ● Group Dynamics & Behavior ● Definitions ● Resistance to Processing ● Techniques for Uncovering Group Process ● Roles ● The Function of Group Roles ● Problems with Group Roles ● Intra-Group Relationships ● Sub-Groups ● What Facilitators Need to Know
1245 – 1300	***Practical Sessions***
1300 – 1315	***Course Conclusion***
1315 – 1415	***COMPETENCY EXAM***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

70% of this highly-interactive course is practical sessions. Theory learnt (30%) will be applied using various role-plays, gamification, case studies and practical sessions.



Course Coordinator

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