

Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

Facilitation Skills – 1 day workshop

SYNOPSIS

Instructors are generally seen as experts who impart knowledge to fairly passive learners in a very controlled manner.

In contrast, *facilitators* use adult learning principles to provide an array of activities that actively engages participants in learning.

Facilitation is much more user focused, with the facilitator more of a guide than the 'expert' and tends to be much more effective in creating sustained change.

TOPICS

- Introduction: learning styles and phases, barriers to learning
- Adult learning principles
- What makes an effective facilitator?
- Communicating effectively
- Providing skills practice
- Creative training techniques
- Using training aids effectively
- Empathy and assertiveness
- Evaluation of training
- Skills practice

LEARNING OUTCOMES

- Know difference between facilitation and instructing
- $\circ~$ Use learning aids appropriately
- Provide suitable skills practice
- Appraise own facilitation skills
- Communicate effectively, empathically, and assertively
- Practice adult learning principles
- Develop effective Action Plans
- Provide appropriate feedback
- Manage difficult participants in a timely, effective manner
- Evaluate training effectiveness at different possible levels
- o Facilitation skills practice

UKOUSED Ability to davidate	Not reactive in groups and
election without bac	Controls situations
SAFE	FLDIBLE
Skill to create and maintain	la net too rigid to allow
a sale environment	recentary convertation
USTEKS	CONNECTS
Practices good intenang	Can connect with people
skills and respects others	from all welks of life.
STRUCTURED	A DESCRIPTION OF A DESC
Raca natural gift for	Wilhold the group
woviding structure in a team.	accountable to The clock
FEARLESS	SOCIM
Docsbors to challenge	His high lovels of social and
Unifieng and new possibilities	enctional intulligence

COURSE DETAILS		
Delivery	Our 1-day training course provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual council requirements.	
Delivery Mode	Peak Services delivers Virtual or Instructor-led training workshops inhouse at your venue.	
Fees and Inclusions	Please contact Peak Services for course fees or a proposal for on- site/in-house training.	
		REGISTER NOW P 07 3000 2148

onsite/in-house training proposals E training@wearepeak.com.au

