

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*
- 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
- Facilitation skills practice



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.

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REGISTER NOW
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