

The Confident Facilitator - Advanced

Duration:

Two days

Objective

Often managers are concerned when asked to give information or news to staff. Sometimes this also requires effective negotiation, stress, conflict management skills and behaviours. This course aims to look at the professional and work-life balance issues for managers in potential stressful facilitation situations.

This highly participative and practical programme gives managers tools, confidence-building and personal behaviour management skills. We work with managers on current issues and can tailor the programme to address current needs and issues. There will be sufficient time to practice what is being learned throughout the programme and by the end of this course, delegates will be using techniques that can enable them to deal with their own confidence and abilities, recognise potential disagreement and have the capability to handle these situations.

Contents

The content of this course includes: -

Day One

The difference between communicating and selling news or information

Barriers to effective facilitation

Using a simple structure to plan effective communication

How behaviour and personality influence the way people communicate

Communicating more effectively on an individual and group basis

Using different styles of language to build rapport

Use creative thinking to plan

Understanding why conflict is inevitable but can be positive

Day Two

Patterns of behaviour

Highlight the importance of body language

Conflict strategies -Develop the skills necessary to handle a variety of everyday confrontational situations

Identify the areas of individual, potential causes of stress where you can take control and plan a positive course of action

Introduce some tactics designed to sustain a long term positive mental attitude

Turn positive action into positive habits & turn setbacks to your advantage

Take personal responsibility for what you know and what you need to find out and feedback

Who should attend

This course is suitable for senior managers with people responsibilities who can be faced with challenging situations in individual and team situations. Senior management who wish to improve their effectiveness by learning and experiencing different methods of facilitation and communication skills to get results.

Course benefits

Delegates who attend this course will benefit from a better understanding of: -

their own personal confidence and personal effectiveness

develop successful negotiation strategies

hone the interpersonal skills crucial to successful facilitation

integrate negotiating skills and techniques into the management role
effective goal and measurable outcomes planning, prioritising and managing time in facilitation practice
how to build rapport - sounding friendly and confident
hearing and listening techniques - clarifying with questions
speaking clearly – speed and pace, reinforcing main points
checking and understanding

Additional information

This course is also available in a condensed one day format.

Certificates

All delegates who attend this course will be issued with a certificate of attendance upon successful completion.

Trainers background

The trainer for this course is a Fellow of the Chartered Institute of Personnel Development and holds a variety of coaching and NLP (Neuro Linguistic Programming) qualifications which she uses in performance coaching, stress and change management. She is especially well-suited to training programmes which involve problem solving, both with people and situations, and issues relating to human resource management.