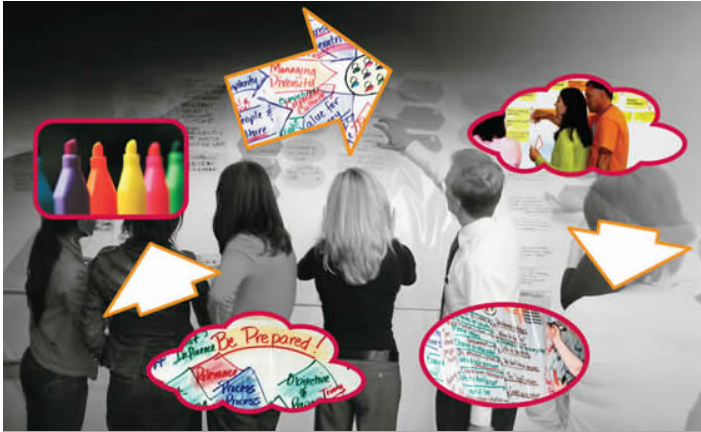


## The Masterful Facilitator Series

### "The Fundamental Principles of Facilitation"



**"Tell us and we'll forget.  
Show us and we may remember.  
Involve us and we'll understand."**  
Chinese Proverb

#### Overview

Through imparting the ten fundamental principles of facilitation as espoused by the International Association of Facilitators, our course trainer will teach you how to design workshop processes that enable teams to achieve and exceed their outcomes. The practical exercises will assist you to apply what you learn to increase retention.

#### Who should attend?

This course is aimed at Project Managements, IT Professionals, General Managers, Group Facilitators, Team Leaders, Trainers, HR Professionals or anyone that is required to lead a group of participants to an acceptable, understood outcome that the team can buy into.

**Length:** Three days (08h00 – 17h00).

**Class size:** Maximum 8 participants

*"I learnt some excellent techniques for facilitation. The course met and exceeded my expectations. The practice sessions were an excellent means of application and were positioned at strategic points in the course"*

#### Our Trainer

Our course designer, Jerome Passmore, the Managing Director and Lead Facilitator of

MasterPLAN™, has over 12 year's experience in group process facilitation and is a Certified Professional Facilitator™ (CPF) with the International Association of Facilitators (IAF) ([www.iaf-world.org](http://www.iaf-world.org)). Jerome Passmore is the founder IAF Africa as well as the IAF Regional Representative for Africa. He has designed and facilitated over 750 workshops, he believes that what makes great facilitators effective is their ability to apply the fundamental principles of facilitation. Jerome feels that expertise in, group techniques coupled with a thorough understanding of the foundational principles of facilitation, is what separates great facilitators from average ones. In this course participants will have considerable hands-on practice sessions, to build their confidence as facilitators.

The course trainer, Caroline Passmore, is an experienced MasterPLAN facilitator. She has extensive experience in facilitating workshops within the Financial Services Industry, NGO's, Government, and Private Industry. Caroline has been training the programme for the past 2 years.

*"The course was excellent! I have gained knowledge and experience through the well thought out and comprehensive material. I believe it is a course that everyone should attend regardless of industry or title."*

## What is taught?

The following 10 Facilitation Principles will be covered

1. **PREPARING** - You can never over prepare for a facilitated session. Preparing right means knowing all the aspects that must be covered as part of your preparation activities
2. **STARTING** - The ability to get a session started that engages your participants in understanding what the session is about, their role, and how their expectations will be met through the process (inform, excite, empower, and involve)
3. **MAINTAINING FOCUS** - The ability of the facilitator to consistently maintain the group's focus on the agenda from first agenda item to the close, clearing establish the workshop direction and avoiding diversion
4. **QUESTIONING** - Asking the right questions and making questions work is a skill that most facilitator's work hard at developing. The ability of the group to respond to a question is determined by the quality of the question the facilitator asks. Facilitators never give the answers, rather they ask questions the help the group to find the answers (ownership of the answers must be the groups)
5. **PROCESS TOOLS** - The ability of the facilitator to use appropriate group process tools and methods to gather workshop information that achieves the outcomes and objectives of the group (know the tools and how and when to use them)
6. **RECORDING** - Skilled facilitators know how to honour the "might of the pen", using it in a way that makes it the participants voice
7. **DYSFUNCTION** - Facilitating group conflict is a vital element of a facilitator's ability which most of us shun. However, most dysfunctional behaviour can be prevented. Managing dysfunction is about conscious prevention in the set-up and design of the session, early detection of the "signs", and obtaining absolute agreement on the corrective action
8. **BUILDING CONSENSUS** - A skilled facilitator knows that building on similarities when differences occur is a skill that requires a lot of practice. The ability of a facilitator to guide the group by using consensus-focused method
9. **OPTIMISING A FACILITATION** - Skilled facilitators know how to get the most out of a facilitation session. The ability to set the right pace, with the right level of energy maintained throughout the day, anticipating the quiet periods and adjusting the facilitation style accordingly. Secondly, the ability to "flex" the agenda and adapt it to meet the needs of the group is a sure characteristic of a seasoned facilitator
10. **CLOSING** - The ability to bring a session to an end involves reviewing what was accomplished, evaluating the success of the session (including the facilitator), actioning all out of session tasks, and if required, debrief the working team

*"I was stimulated and interested in the course content throughout the 3 days"*

*"Thank you! I feel this will help me to take my facilitation skills to 'the next level'"*

*"This has been the most valuable course I have been on!"*

These principles are based upon the foundational competencies required to become a Certified Professional Facilitator™ (CPF) with the IAF.

### Fee

R8500.00 (excl. VAT) per person including comprehensive course documentation and a FacilitateIT!™ Graphic Cards and Group Interaction Starter Toolkit and Travel Bag. R7650.00 (excl. VAT) without the starter kit and bag. Corporate rates available upon request. For more info email [caroline@masterplan.co.za](mailto:caroline@masterplan.co.za) or visit [www.masterplan.co.za](http://www.masterplan.co.za)

