Everyone who manages a project, leads a team or conducts meetings needs to possess group process skills. Unfortunately, not everyone has the time or opportunity to attend lengthy workshops. This e-learning program has been created to efficiently and effectively communicate the essential core skills of facilitation, to busy professionals.

Program Features

- *The program is organized into ten lessons.*

- *Each lesson isolates a single, important technique.*

- *Each core skill is demonstrated in a group setting.*

- *Theoretical models are clearly and simply explained.*

- *Interactive exercises and structured practice activities accompany each lesson.*

- *Each lesson is supported by downloadable workbook pages.*

- *The program is linked to an on-line bookstore featuring recommended further reading.*

- *A final test allows learners to receive a certificate of completion.*

- *A post-learning training package is available for organizations who wish to reinforce the online learning with hand-on practice.*

Target Audience

This program is an ideal introduction for those who are unfamiliar with facilitation. It's also an excellent refresher of proper technique for those who have been facilitating for some time.

While the core skills taught are for use by neutral, third-party facilitators, this program also addresses their use by leaders and team members.
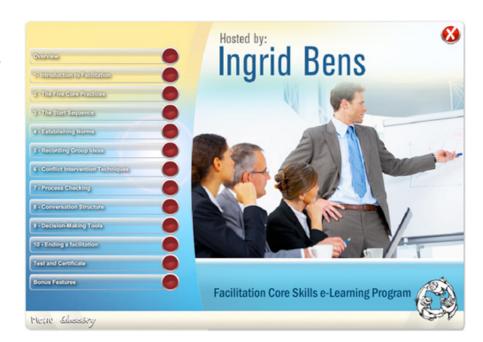
Duration

It can take as few as 2.5 hours to view all of the lessons. Most people take 3 - 4 hours to view the entire program, while others take 4 - 5 hours.

Overall Program Objectives

To build a solid foundation for ongoing practice and feedback by:

- *Clarifying the role of the facilitator.*

- *Describing the essential core practices.*

- *Demonstrating skills in action.*

- *Offering practice activities to deepen learning.*

- *Providing recall and comprehension testing.*

- *Supporting learners seeking certification.*

Lesson Outline

e-Lesson 1 - Introduction to Facilitation

- introduces the concept of facilitation: it's purpose and underlying beliefs
- provides an overview of the foundational content/process model
- clarifies misunderstanding about facilitator assertiveness
- examines how leaders can balance facilitating with being directive

e-Lesson 2 - The Five Core Practices

- describes the five core practices of facilitation
- demonstrates the five core practices in action
- explores the boundaries of neutrality
- recommends ways to use the five core practices in various settings

e-Lesson 3 - The Start Sequence

- provides a clear structure for beginning any facilitated session
- offers examples of start sequences of varying complexity
- shows how the start sequence can be used to maintain focus throughout any facilitated session

e-Lesson 4 - Establishing Norms

- explores the challenging situations that occur in meetings
- shows how norming can create and maintain a positive meeting climate
- demonstrates how targeted norming can be used to deal with difficult situations

e-Lesson 5 - Recording Group Ideas

- describes the purpose and importance of flip chart note taking
- creates awareness of the best and worst practices of recording group ideas
- describes the rules of wording and demonstrate them in action

e-Lesson 6 - Conflict Intervention Techniques

- emphasizes the importance of assertively managing conflict in groups
- provides a technique for intervening to redirect member behaviors
- shares a specific model for addressing group conflict that is both non-confrontational and effective
- provides guidance for getting through those difficult moments in any meeting.

e-Lesson 7 - Process Checking

- explores the hidden reasons that meetings falter
- provides a specific set of steps for taking the pulse and restoring group effectiveness
- shares techniques for conducting written process checks

e-Lesson 8 - Conversation Structure

- describes the two categories of conversations
- provides strategies for using the two types of conversations to manage complex, decision-making discussions
- offers specific strategies for managing the dynamic shift between these two modes

e-Lesson 9 - Decision-Making Tools

- outlines the various ways that groups can make decisions and clarify
  whether they unite or divide group members
- demonstrates situations in which each approach is applicable
- illustrates how various decision-making tools can be used in
  combination to arrive at solutions everyone can live with

e-Lesson 10 - Ending a Facilitation

- provides a checklist of what facilitators do to effectively end facilitated
  discussions
- demonstrates a variety of ways to bring closure
- provides tools for overcoming blocks to consensus
- provides a format for action planning
- shares strategies to avoid poor follow-through

Author Profile

This e-learning program was created by Ingrid Bens, a recognized authority in the field of group facilitation. She has a Masters Degree in Adult Education and over 25 years of experience as a group facilitator.

Ingrid is the author of two core skills bestsellers, "Facilitating with Ease!" and, the Memory Jogger, entitled "Facilitation at a Glance! ".

Ingrid Bens is also the author of the "Facilitation Skills Inventory" (FSI), a publication of the Pfeiffer Company.

The FSI is an instrument that was developed with rigorous validity and reliability testing. It can be used to assess the skill level of any facilitator and provides detailed feedback to guide further development.

For over 20 years, Ingrid Bens has taught tens of thousands of people the facilitation skills they need to succeed, and she is excited to bring her experience to this e-learning program!

Testing and Certification

"The Facilitation Cores Skills e-Learning Program" is linked to three levels of certification.

The details connected with each testing level are provided at appropriate places in the program.

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Level 1) Certificate of Completion:

Individuals wishing to receive a certificate of completion after viewing the ten core skills lessons, can take an on-line test based on the course content.

A certificate of completion will be awarded to individuals who score 80% or higher on this comprehension test.

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Level 2) FSI Observation and Feedback

Individuals wishing to receive a certificate that is based on observed performance may take part in the "Facilitation Skills Inventory" (FSI) process.

This is a structured program of observation and feedback developed by Ingrid Bens under the auspices of the Pfeiffer Publishing Company.
www.pfeiffer/fsi.com

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Level 3) Professional Accreditation

Individuals wishing to be reviewed by a panel of certified facilitators can pursue the Certified Professional Facilitator designation (CPF). managed by the International Association of Facilitators.

The CPF certification process is conducted at various sites around the world. Consult the website for full details.
www.iaf-world.org

Support Materials for this Program

The Facilitation Core Skills e-Learning Program is based on the best-sellers by Ingrid Bens. These are, "Facilitating With Ease!, a Wiley publication...($52.00.), and the Memory Jogger, "Facilitation at a Glance!", a GOAL/QPC publication ($14.95).

It is important to note that there is no need to purchase either of these books in order to view the online program. Each e-lesson provides workbook pages that are easily printed on any printer. These pages can serve as an ongoing resource.

Those who wish to purchase these books can do so on Amazon.com, which is accessed via the special facilitation bookstore built into the Facilitation Tutor Website.

Organizations in Canada and the United States who wish to purchase over 26 copies of "Facilitation at a Glance!" can contact the publisher directly and receive a volume discount. The toll free number to call is 800-643-4316.

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Purchasing Information

"The Facilitation Skills Core Skills e-Learning Program" can be purchased using a credit card or through a Purchase Order. Credit card purchases are made directly on the enrollment page of the program. Simply follow the instructions provided.

Those wishing to use a PO# must first create a Purchase Order addressed to Facilitation Tutor. Once you have been issued a Purchase Order number by your organization, enroll online using that number. The office of Facilitation Tutor will be notified by the system and will send you an invoice.

The invoice will be due in 30 days, but your group members may begin viewing the course as soon as you enter the PO # and needed registration information.

When enrolling a group, the administrator should be ready with the first and last name of each student and their e-mail address. All learners will automatically receive a welcome letter containing their login code as soon as they are registered into the system. The person who registers group members into the system will receive instructions on how they can monitor their group and track member progress. This administrator can also change passwords in the event of spelling or other errors.

Learning Term

"The Facilitation Core Skills eLearning Program" can be purchased for terms of three months or six months. Three month is more than adequate. The six month term has been added for the convenience of busy people who may wish to have longer access.

It is important to note that the administrator does not need to register all group members when purchasing a block of seats. As long as there are unused seats available, new learners can be added at any time. These students will all receive the full term of the program, regardless of when they started. The seats never expire. A new student can be added many months after the initial purchase date and still be entitled to the full term to view the program.

Pricing Chart *

"The Facilitation Core Skills eLearning Program" is value-priced, especially at higher volumes. Buy it for everyone on the team!

Students	3 months	6 months
1	$ 99.00	$ 149.00
2 - 10	$ 75.00	$ 120.00
11 - 50	$ 60.00	$ 95.00
51 - 100	$ 45.00	$ 65.00
101 - 500	$ 30.00	$ 45.00
501 - 1000	$ 25.00	$ 35.00
1001 - 2000	$ 15.00	$ 25.00

* "The Facilitation Practice Workshop Package" is sold separately. This package contains everything needed to run a one-day workshop for 6 - 24 participants. It includes trainer notes, handouts, workbook, slides and a license for unlimited use. Package priced at $499.00. Check the website for full details.

Contact Information

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Thank you for choosing training by Facilitation Tutor!