

## EFFECTIVE FACILITATION

# IN-HOUSE TRAINING

### WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

### PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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**0861 ASTROTECH**  
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### ★ COURSE OVERVIEW

*"The basic belief is that people have potential which is unused. If you are able to tap into that extra potential, or can make people want to take that additional step, from then on everything else becomes possible"*

It is impossible to be part of an organisation today and not attend meetings and planning sessions. The worst thing about many of these sessions is that they are poorly run and waste people's valuable time. Facilitation is fast becoming a core competency for anyone who is on a team, leading a task force, heading up a committee or managing a department. All of these people need to be able to create dynamic group settings in which people truly collaborate and make sound decisions. Useful concepts and tools are discussed throughout the course, with various interactive sessions to check understanding and develop valuable skills.

The course covers the following key topics:

- What facilitation is and its main applications
- The skills needed for effective facilitation; language of facilitation, principles of giving and receiving feedback, an overview of the best and worst practices of facilitators
- Recognising the importance of listening and group dynamics (team norms, team growth stages and facilitation strategies for each stage)
- The role of managers as facilitators and the related behaviours
- Facilitation strategies for handling conflict, resistance and recognising problem symptoms in groups and teams
- The learning process and helping people to accomplish goals; decision making and methods for reaching decisions effectively
- The elements and stages of effective facilitation; context, design and structure
- Essential facilitation tools that are fundamental to all facilitation activities

...AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Team leaders and team members
- Supervisors and managers who hold team meetings
- People expected to mediate in organisations
- Project and task force leaders
- Anyone called on to lead a discussion or run a meeting

### ★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- A notepad & pen
- One month of free telephonic and e-mail support included

### ★ OUTCOMES

After attending this course attendees should:

- Gain an understanding of the process of facilitation
- Gain an understanding of facilitator behaviours for effective facilitation
- Gain an understanding of group dynamics and the impact thereof on facilitation
- Have been exposed to essential facilitation tools

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- **PAYMENTS:**  
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:  
**COURSES INSIDE GAUTENG:** At least **SEVEN** working days prior to the course  
**COURSES OUTSIDE GAUTENG:** At least **TEN** working days prior to the course  
Absent delegates are charged for.
- **POSTPONEMENTS:**  
**POSTPONE WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 25% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course  
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.  
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**  
**CANCEL WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 50% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**  
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**  
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**  
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**  
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.