COURSE OVERVIEW SS0526
Facilitation Skills & Group Dynamics

Course Title
Facilitation Skills & Group Dynamics

Course Date/ Venue
Session 1: April 19-23, 2026/Meeting Plus 9, City Centre Rotana Doha Hotel, Doha, Qatar
Session 2: September 13-17, 2026/Meeting Plus 9, City Centre Rotana Doha Hotel, Doha, Qatar

Course Reference
SS0526

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes various practical sessions and exercises. Participants will be able to practice the various facilitation skills learned in this course.

The course is designed to provide participants with an up-to-date overview on facilitation skills and group dynamics. The focus of the course is to build trusting relationships and define a clear brief/outcomes; plan appropriate small group interventions to deliver a brief/outcomes; facilitate effective and inclusive discussions, actions and learning; build awareness of good facilitation and group processes; and focus on facilitating 'conversations that matter' including how to host effective "World Café" style small group table discussions within a large group engagement.

The course will also cover the roots of facilitation; creating a safe, facilitative environment and defining where facilitation works; the facilitation cycle focusing on outcomes and objectives; delivering clear and concise instructions; overcoming common obstacles to effective facilitation; developing self awareness; the facilitator role and the basic principles of group processes; reducing facilitative stress; the techniques to develop emotional neutrality; the common causes of meeting tension; planning a facilitated meeting; identifying critical success factors; developing meeting agenda by applying critical planning and analysis techniques; and predicting potential meeting dysfunction.

At the end of the course, participants will be able to make an assertive start, establish ground rules, achieve the meeting outcomes and close at the appropriate juncture; carryout active listening and facilitative questioning techniques; facilitate and build consensus; apply the tools to maintain and build concensus; employ advanced facilitative techniques through creating a highly productive climate and dealing with difficult people; create action plan for facilitation; implement checklists to support complete and timely follow-up; plan and structure an effective small group session; use a variety of methods to direct and guide groups; develop a personal facilitation action plan; identify and flex the facilitation style with self-awareness, authority and presence; develop strategies for managing dynamics indiverse cross cultural and intergenerational group; and capture and summarize information accurately and skillfully.

Course Objectives

Upon successful completion of the course, each participant will be able to:-

- Apply and gain an in-depth knowledge on facilitation skills and group dynamics
- Discuss the roots of facilitation, create a safe, facilitative environment and define where facilitation works
- Illustrate the facilitation cycle focusing on outcomes and objectives, delivering clear and concise instructions and overcoming common obstacles to effective facilitation
- Develop self awareness through assessing facilitative styles and achieving coherence by reducing physiological stress
- Identify the facilitator role and the basic principles of group processes
- Reduce facilitative stress using biofeedback, apply techniques to develop emotional neutrality and identify the common causes of meeting tension
- Plan a facilitated meeting and identify critical success factors
- Develop meeting agenda by applying critical planning and analysis techniques and predicting potential meeting dysfunction
- Make an assertive start, establish ground rules, achieve the meeting outcomes and close at the appropriate juncture
- Carryout active listening and facilitative questioning techniques
- Facilitate and build consensus and apply the tools to maintain and build concensus
- Employ advanced facilitative techniques through creating a highly productive climate and dealing with difficult people
- Create action plan for facilitation by closing and completing the facilitative cycle and implementing checklists to support complete and timely follow-up
- Plan and structure an effective small group session, paying attention to helpful structures and interventions before, during and after a group event

- Use a variety of methods to direct and guide groups and develop a personal facilitation action plan
- Identify and flex the facilitation style with self-awareness, authority and presence
- Develop strategies for managing dynamics indiverse cross cultural and intergenerational group
- Capture and summarise information accurately and skillfully

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of facilitation skills and group dynamics for managers, supervisors, project managers, business analysts and those who want to improve team performance and solve business problems as well as those who have to run meetings or act as facilitator.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures
80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

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Course Fee

US$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

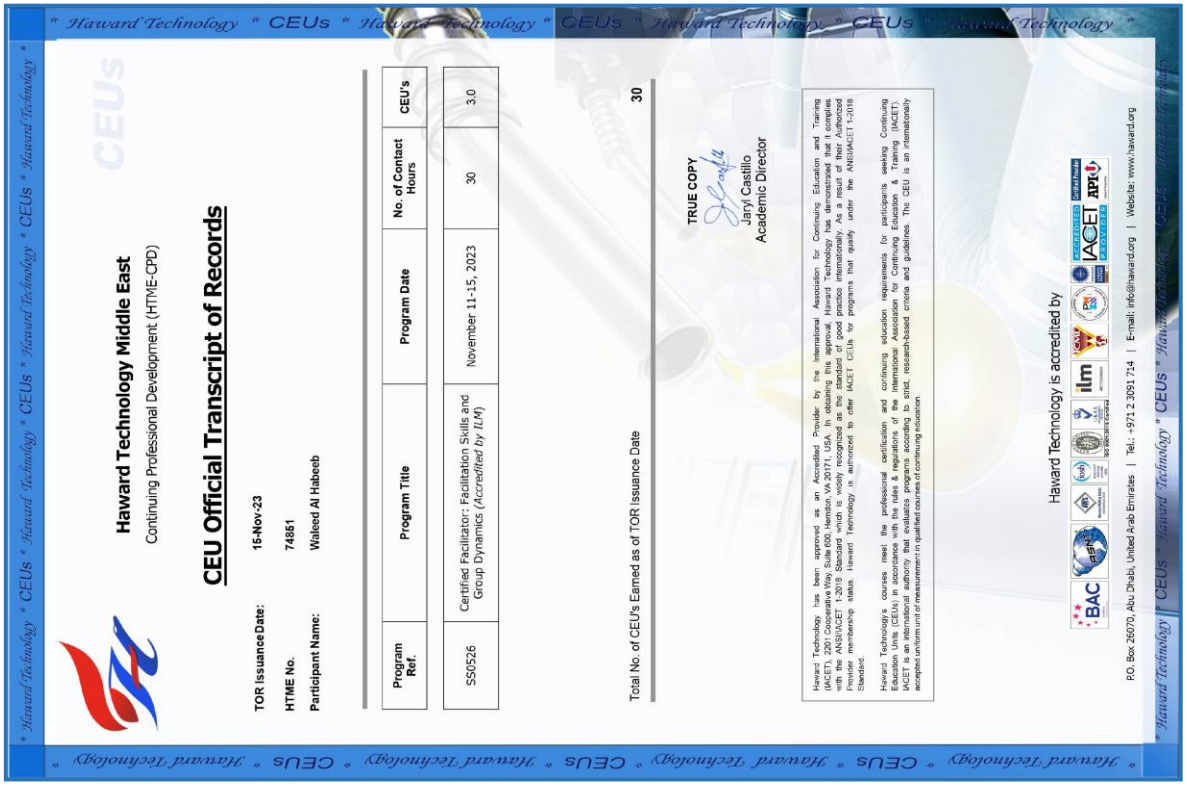
(1) Internationally recognized Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course. Successful candidate will be certified as a "*Certified Facilitators & Facilitation Skill and group Dynamics*". Certificates are valid for 3 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 15-Nov-23
HTME No. 74851
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
SS0526	Certified Facilitator: Facilitation Skills and Group Dynamics (*Accredited by ILM*)	November 11-15, 2023	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date 30

TRUE COPY
Jaryl Castillo
Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority on continuing education practice according to solid, research-based criteria and guidelines. The CEU is an internationally accepted unitform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

(3) ILM (City & Guilds Group) Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course.

ilm

Certified Facilitator: Facilitation Skills and Group Dynamics (Accredited by ILM)

is awarded to
Waleed Al Habeeb

through
Haward Technology Middle East

Awarded 14 November 2021

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Kirstie Donnelly MBE
Director-General and Chief Executive Officer
The City and Guilds of London Institute

David Phillips
Managing Director
ILM

Haward Technology

ilm ENDORSED

The City and Guilds of London Institute is the awarding body / awarding organisation for ILM qualifications.
The Institute was founded in 1878 and granted Royal Charter in 1900.
ILM is a City & Guilds Group business.

Certificates Accreditations

Certificates are accredited by the following international accreditation organizations:-

- ILM (City & Guilds Group)

  Haward Technology is a **Recognized Provider** by ILM under the **City & Guilds Group Business**. The ILM stands for excellence in leadership and management qualifications design, development and delivery under the City & Guilds of London Institute as the award-giving body for these qualifications. ILM recognizes and approves training providers and academic institutions that deliver quality-assured training and accredited qualifications. As a Recognized Provider of ILM, Haward Technology meets the quality assurance criteria of the ILM to deliver application-based leadership and management programs that meet international standards and professional benchmarks.

Course Accreditations

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation** Programme, **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Associate** in **Project Management** (**PMI-CAPM**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:-

Day 1

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	**PRE-TEST**
0830 – 0930	**The Roots of Facilitation** Reasons to Facilitate ● Dimensions of Group Facilitation ● Characteristics of a Good Facilitator ● Facilitation Cycle ● Five Stages of Group Development
0930 – 0945	Break
0945 – 1100	**The Roots of Facilitation (cont'd)** Forming ● Storming ● Norming ● Performing ● Adjourning
1100 – 1200	**Developing Self-Awareness: The Centered Facilitator** Facilitator's Role in Group Stages & Basic Principles of Group Processes● Specific Facilitation Behaviors ● Setting Ground Rules ● Acknowledging Contributions ● Probing ● Garnering Participation ● Reflecting and Clarifying
1200 – 1215	Break
1215 – 1315	**Developing Self-Awareness: The Centered Facilitator (cont'd)** Resolving Conflict ● Resolving A Conflict – Four Square (R. Kajuth) ● Some Common Group Inhibitors ● Facilitation Cycle ● Facilitative Teaching Style ● Contrasts between Suggestive and Collaborative Styles
1315 – 1420	**Practical Sessions**
1420 - 1430	**Recap** Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2

0730 – 0930	**Developing Self-Awareness: Overcoming Reluctance to Facilitate** Symptoms of Distress ● Causes of Stress ● Coping Skills ● What Skills and Dispositions Does a PLC facilitator Need? ● The Key Characteristics that Need to be Developed within the PLC ● Winning Hearts and Minds ● Mid-Phase
0930 – 0945	Break
0945 – 1100	**Developing Self-Awareness: Overcoming Reluctance to Facilitate (cont'd)** Final Phase ● Four Key Roles in Facilitating ● Discussion ● Affect, Emotions, and Moods ● Eight Basic Emotions ● Sources of Emotions & Moods ● External Constraints on Emotions
1100 – 1200	**Planning a Facilitated Meeting** Facilitation Rules ● Participation and Roles ● Role of Facilitator ● Role of Participants ● Preparation Steps ● Assertiveness ● Meeting Steps ● Wrap Up Step ● Active Listening ● Reflecting ● Encouraging ● Summarizing ● Clarifying ● Restating ● Validating ● Key Elements for Team Success
1200 – 1215	Break

1215 – 1315	***Planning a Facilitated Meeting (cont'd)*** *Team Principles ● 5 Rules of Facilitation ● Facilitative Questioning Techniques ● The Extraordinary Power of Questions ● Facilitative Questioning ● Pre-Facilitation ● Assessing Needs ● The 5 Ps of Preparation● Planning ● Agenda Development Guideline ● Designing an Effective Agenda ● Top 10 Ways to Ensure a Bad Agenda ● Facilitation ● Facilitation Process Tools ● Post Facilitation*
1315 – 1420	***Practical Sessions***
1420 - 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the T were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	***Putting Your Skills to Work*** *Handling Challenging Members and Issues Effectively ● Deciding Whether or Not to Intervene ● Facilitation Intervention Wording ● Other Re-Framing Ideas ● Put Prevention to Work ● Managing Dysfunction*
0930 – 0945	*Break*
0945 – 1100	***Putting Your Skills to Work (cont'd)*** *Tips ● Dealing with Resistance ● Decision-Making Methods ● Methods for Polling ● Consensus*
1100 – 1200	***Developing Facilitation Skills*** *Three Principles of Facilitation ● Encourage Participation ● Why do you need Facilitation Skills? ● Being a Good Facilitator Includes ● Planning a Good Process*
1200 – 1215	*Break*
1215 – 1315	***Developing Facilitation Skills (cont'd)*** *Common Ground Rules ● The Meeting Process ● Preventing Disruptions Interventions for Disrupters*
1315 – 1420	***Practical Sessions***
1420 - 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the T were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	***Facilitation Toolkit*** *The Facilitators Best Tool Questions ● Techniques for Setting Priorities ● Brainstorming ● Voting ● Nominal Group Technique ● The Agenda ● Elements for "Setting the Stage" ● Room Arrangements ● Theater Style ● Classroom Style ● Chevron ● U-Shaped ● Hollow-Square/Solid Square ● Half-Circle ● Meeting Room Environment ● Good Beginnings ● Meeting Ground Rules ● Throwing It Back to The Group ● Brainstorming ● Asking Non-Threatening Questions*
0930 – 0945	*Break*

0945 – 1100	***Facilitation Toolkit (cont'd)*** *Paraphrasing ● Prioritizing ● Stacking ● Go-Rounds ● Breaking into Small Groups ● Plan & Structure an Effective Small Group Session, Paying Attention to Helpful Structures & Interventions Before, During and After a Group Event ● Use a Variety of Methods to Direct & Guide Groups ● Speakers List ("Stacking") ● Consensus ● What is Consensus Decision Making? ● The Consensus Process ● Things to Consider ● When does Consensus Work Best? ● A Decision by Consensus ● Summary Consensus means ● Basic Building Blocks ● Building Consensus: Common Mistakes ● Other Technique*
1100 – 1200	***Advanced Facilitative Techniques: Creating a Highly Productive Climate*** *Social Skills That Develop in Productive Learning Environments ● Positive Classroom Climate ● Essential Human Elements of Productive Learning Environments*
1200 – 1215	*Break*
1215 – 1315	***Advanced Facilitative Techniques: Creating a Highly Productive Climate (cont'd)*** *Identify & Flex Your Facilitation Style with Self-Awareness, Authority & Presence ● Develop Strategies for Managing Dynamics Indiverse Cross Cultural & Intergenerational Groups ● Accurately & Skillfully Capture & Summarise Information*
1315 – 1420	***Practical Sessions***
1420 - 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0930	***Dealing with Difficult People*** *Principle No. 1: For Every Action ● Principal No. 2: Stronger Emotions Dominate ● Principal No. 3: What Gets Rewarded Gets Repeated ● Principal No. 4: Move the Conversation Forward ● Language of an Interaction ● 6 Step Whole Brain Approach ● Planning ● Agenda Development Guideline*
0930 – 0945	*Break*
0945 – 1100	***Dealing with Difficult People (cont'd)*** *Vision ● Mission ● Objectives ● Strategies ● Sort Generated Ideas into Categories ● Factors to Consider while Developing Strategies ● The Best Action Steps Are ● Review the Action Plan for*
1100 – 1200	***Dealing with Difficult People (cont'd)*** *Prioritizing Action Steps ● Communicate Progress ● Document Progress ● Celebrate Progress, Renew the Action Plan ● Action Planning Helps You ● Action Planning Includes ● Group Dynamics and Behavior ● Definitions*
200 – 1215	*Break*
1215 – 1245	***Dealing with Difficult People (cont'd)*** *Resistance to Processing ● Techniques for Uncovering Group Process ● Roles ● The Function of Group Roles ● Problems with Group Roles ● Intra-Group Relationships ● Sub-Groups ● What Facilitators Need to Know*

1245 – 1300	***Practical Sessions***
1300 – 1315	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the course Topics that were Covered During the Course*
1315 – 1415	***COMPETENCY EXAM***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes various practical sessions and exercises. Participants will be able to practice the various facilitation skills learned in this course.

Course Coordinator

Reem Dergham, Tel: +974 4423 1327, Email: reem@haward.org