Professional Facilitator: Facilitation Skills and Group Dynamics

Haward Technology Middle East

Course Title
Professional Facilitator: Facilitation Skills and Group Dynamics

Course Date/ Venue
Please refer to page 3

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:-

- Get certified as a *"Professional Facilitator"*

- 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.

Course Date/Venue

Session(s)	Date	Venue
1	May 11-15, 2025	Meeting Plus 9, City Centre Rotana, Doha Qatar
2	July 13-17, 2025	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	October 05-09, 2025	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
4	December 21-25, 2025	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
5	January 25-29, 2026	Safir Meeting Room, Divan Istanbul, Turkey
6	April 12-16, 2026	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
7	June 21-25 2026	Meeting Plus 9, City Centre Rotana, Doha Qatar
8	November 15-19, 2026	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt

Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "*Professional Facilitator*". Certificates are valid for 5 years.
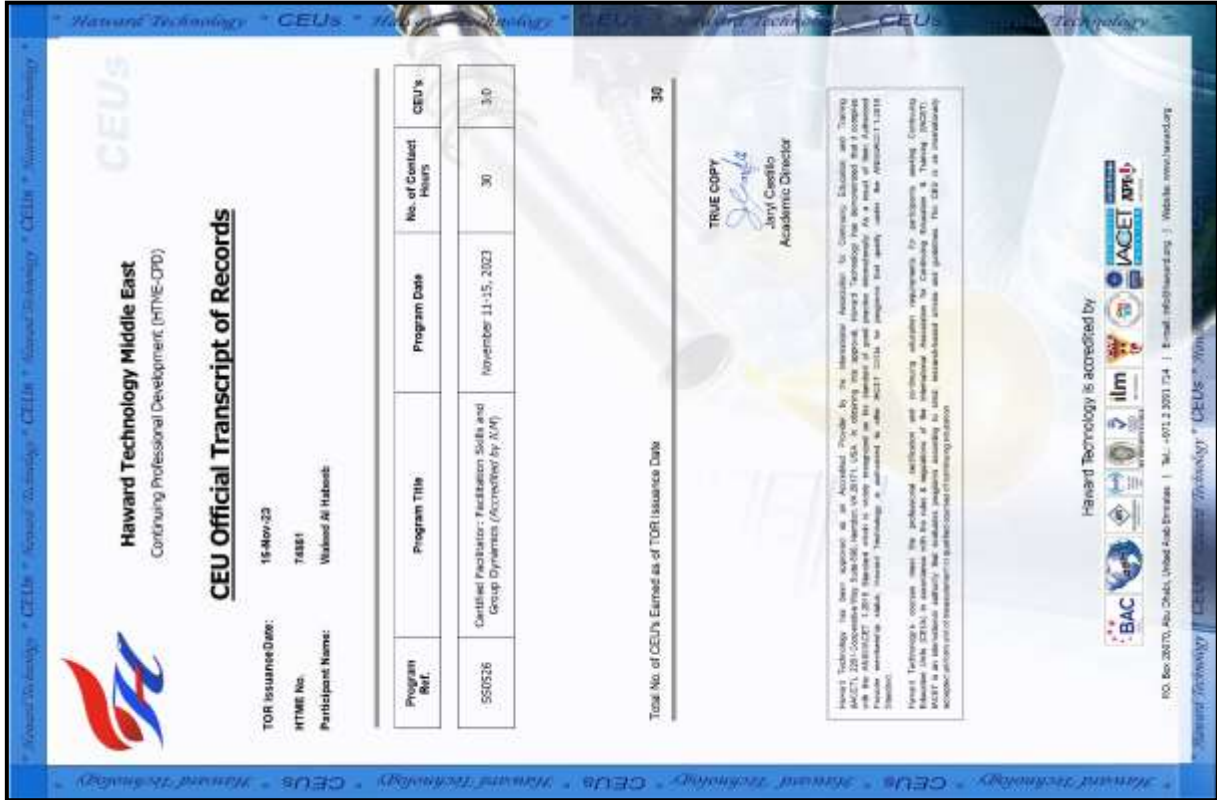
Recertification is FOC for a Lifetime.

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.

(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.

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.

- 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

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

Mr. Pete Du Plessis is a **Senior Energy & Management Consultant** with over **30 years** of extensive experience. His expertise lies extensively in the areas of Energy Management Systems (EnMS) ISO 50001, Energy Efficiency & Consumption, Energy Policy & Planning, Energy Performance Indicators (EnPIs), Energy Management & Implementation, Reducing Energy Consumption & Improving Energy Efficiency, **Creative Thinking & Problem-Solving** Techniques, **Change** Management, **Negotiation** Skills, **Presentation** Skills, **Communication & Influencing** Skills, **Communication & Interpersonal** Skills, **Emotional Intelligence**, Effective **Business Writing Skills**, **Leadership** Skills, **Leadership & Team Building**, **Interpersonal Skills & Teambuilding**, **Coaching & Mentoring**, **Innovation & Creativity** Skills, **Office Management & Administration** Skills, **Time & Stress** Management, **Crisis** Management, **Human Resources** Management, **Customer Service** Excellence, Essential Skills for **Effective Training**, Training & Designing a **Training Plan**, Identifying **Training Needs & Evaluating Training**, Executive **Coaching**, **Mentoring & Team Building**, **Coaching & Counselling**, **Commercial Negotiation** Skills, **Contract** Management, **Contract Negotiation**, **Risk** Management & **Contractors Selection**, **Supplier** Assessment, **Supplier** & **Contractors'** Management, **Supplier Claim** Management, **Effective Tendering** & **Supplier** Selection, **Supplier Relationship** Management, **Suppliers & Contractors** Management, **Suppliers** Assessment & Performance Measurement, Effective **Purchasing & Supplier Selection**, Essential Management of **Suppliers & Contractors**, **Contractors Agreements & SLAs**, **Contractors** Evaluation, **Budgeting & Forecasting** Skills, Effective **Budgeting & Cost Control**, **Financial Analysis & Reporting**, **Budget Preparation** Skills, **Business Process** Development, **Business Process** Optimization, **Business Process** Analysis, **Business Process** Improvement, **Business Continuity** Planning, Service Provider Performance & Monitoring, **Cash Flow** Fundamentals, **Business Finance** Fundamentals, **Business Continuity** Fundamentals, **Situational Analysis** Fundamentals, **SWOT** Analysis, **Gap** Analysis, **Change** Management, Human Resource Management (**HRM**), Human Resource Development (**HRD**), **HR Business Development**, **HR Practices & Strategy**, **Behaviour Based Interviewing & Recruitment**, **Learning & Development**, **Project** Management, **Financial** Management, **Planning**, **Budgeting & Cost Control** and **Risk** Management. Previously, he was the **Quality Manager** of **Benteler Automotive**, where he was responsible for implementing, controlling and managing quality and technical department processes and systems and mobilizing the quality control department, procedures and quality management system.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the **Financial Manager**, **Operations Manager**, **Technical & Quality Manager**, **Logistics & Purchasing Manager**, **Head Metrologist**, **Quality Engineer**, **Project Engineer**, **Materials & Warehouse Planner & Controller**, **Quality Control Inspector**, **Consultant**, **Fitter & Machinist**, **Apprentice Fitter** and **Part-time Instructor**.. All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has **Bachelor** degree with **Honours** in **Industrial Engineering** & **Management**. Further, he has gained **Diploma** in **Quality & Production Management**. He is also a **Certified Assessor** & **Moderator** with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA), a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a **Certified Instructor/Trainer** by the APICS. He has further delivered numerous trainings, courses, seminars, conferences and workshops internationally.

Benefits of ISO 50001:
- Cost Savings: Improved energy efficiency can result in significant cost reductions in energy use.
- Environmental Impact: By reducing energy consumption, organizations lower their greenhouse gas emissions and improve environmental performance.
- Regulatory Compliance: Helps organizations comply with energy-related legislation and regulations.
- Reputation: Certification can enhance a company's reputation, showcasing its commitment to sustainability.

Implementation Process:
1. Gap Analysis: Assessing the current energy management system against the ISO 50001 requirements.
2. Energy Review: Analyzing energy use and identifying areas of significant energy consumption.
3. Developing EnMS: Creating an energy policy and objectives aligned with ISO 50001.
4. Training: Ensuring that all relevant personnel are trained in the requirements of ISO 50001 and energy management best practices.
5. Internal Audit: Regular audits to monitor compliance and identify opportunities for improvement.
6. Certification: Obtaining third-party certification to ISO 50001 from a recognized certification body.

Would you like further details on any specific aspect of ISO 50001?

Training Methodology

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

30% Lectures
20% Workshops & Work Presentations
20% Case Studies & Practical Exercises
30% Videos, Software & Simulators

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

Course Fee

Dubai & Cairo	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	**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.
Istanbul	**US$ 6,000** per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), 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 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 Topics 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 Topics that 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

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org