

## **FACILITATION PROCESSES: BUILDING CONSENSUS AND CREATING ENGAGEMENT**

ADRN6206

### **Course Outline**

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**Description:** Facilitation processes improve the effectiveness of group communication and thus reduce or prevent conflict and develop group consensus. Participants will learn three facilitation processes: the cards workshop method, flipchart workshop method and focused conversation method, and discuss their application in strategic planning, group issue analysis and/or problem-solving and conflict resolution. This program provides important skills for those working with groups within their own organization and also for external consultants and facilitators.

**Note:** For those who dislike speaking in front of large groups, focused conversations and flip chart workshops are used with relatively small groups. Your practice sessions will be in small groups.

**Course Goals:** To provide external consultants, and those facilitating meetings and processes within their own organizations, with facilitation methods to achieve group consensus and to enable constructive, in-depth group. This course acts as a pre-requisite for advanced courses offered by ICA Associates.

**Pre-Requisite:** None

**Course Objectives:** At the completion of this course, students will be able to:

- Appreciate the reasons meetings often bog down.
- Structure and lead a Focused Conversation, employing the ORID thinking model
- Improve meetings in which they are participants by invisibly 'facilitating from the side of the room'
- Use the Workshop Method to efficiently achieve group consensus
- Understand the benefits and drawbacks of a variation of the Workshop Method (Flipchart Workshop)
- Consider the qualities of a competent facilitator
- Practice the methods in small groups with coaching from the instructor and knowledgeable coaches

### **Attendance Requirements:**

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

### **Code of Student Conduct**

The purpose of the Code of Student Conduct is to define the general standard of conduct

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expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

## **Course Schedule:**

### Day One Topics

Focused Conversations:

Demonstrations,  
Theory,  
Application Exercises  
Practice

### Day Two Topics

Workshop Method:

Demonstrations,  
Theory,  
Developing a Focus Question  
Practice

### Day Three Topics

In small groups with a coach, participants practice the Method they wish to develop further.

## **Evaluation Method:**

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
  - a. The course content was relevant and valuable.
  - b. The instructor conducted class sessions in an organized, well-planned manner.
  - c. The instructor explained concepts clearly.
  - d. The instructor displayed enthusiasm and energy in conducting class sessions.
  - e. The instructor made me feel comfortable in the learning environment.
  - f. The instructor encouraged my participation and interaction.