

# Tidewater Community College

## How to Be an Effective Facilitator

### (BUSC 1508)

**Course Introduction and Objectives:** This course is targeted to managers whose time is at a premium. Presents a six-step process and tools that can be applied whether one is facilitating a short-term problem-solving session or a multi-year strategic planning project. From developing time-saving agendas to dealing with logistics—from active listening to avoiding “groupthink”...this course covers it all. This course is presented by Tidewater Community College in cooperation with the American Management Association (AMA).

**Textbook:** Cadwell, C. M.. *How to Be an Effective Facilitator*. American Management Association, Saranac Lake, NY, 1997. ISBN: 0-7612-1411-9.

**Teaching Methods:** This course will be taught in a seminar and participative lecture format that includes some class discussion and problem solving.

#### **Course Schedule:**

<b><u>Topic</u></b>	<b><u>Subjects Covered</u></b>
1	<u>Getting Started as a Facilitator:</u> (What is facilitation? Uses of facilitation, facilitator behaviors, and building commitment).
2	<u>The Facilitation Process:</u> (Facilitation focus and the facilitation model). Followed by a Recap and Review questions.
3	<u>Preparing to Facilitate:</u> (Characteristics of effective facilitation team members, keys for developing an agenda, facilitation environment requirements, and flip-chart techniques for facilitators).
4	<u>Interpersonal Facilitation Skills:</u> (Asking questions, active listening, providing feedback and managing conflict).
5	<u>Facilitation Tools:</u> (Brainstorming, the nominal group technique, rank ordering, force-field analysis, cause-and-effect diagram, storyboarding, small groups and data gathering).
6	<u>Facilitation Dynamics:</u> Phases of team development, groupthink, constructive and negative participant roles).
7	<u>Facilitation Success:</u> (Selecting a facilitator, developing new facilitators, and facilitation as a leadership process). training, career development and mentoring).

**Continuing Education Units (CEUs):** Upon completion of this course students are awarded 1 non-graded CEU, and a Certificate of Completion.

**Continuing Occupational-Technical Education:** This may be used as an elective for the following AMA Certifications: Communications, Human Resources, Strategic Leadership and General Management.