

Facilitation Skills Program



Who Should Attend

Facilitation skills are important for leaders and team members alike. This program focuses on process skills and it provides practical tools and techniques for effectively guiding groups through meetings, planning sessions, training courses, and presentations.

This course is designed for people who:

- Deliver workplace training or information sessions to employees or clients
- Lead meetings or planning sessions with large or small groups
- Manage projects or group outcomes where facilitating group work is essential to success

The Program (3 days)

Day 1 – Adult Learning & Facilitation Theory (8:00 am – 5:00 pm)

- Identify how adults learn and know how to motivate participants/learners
- Create and maintain a positive group environment (climate setting)
- Apply key communication skills to move from “presenting” to “facilitating”
- Adapt your presentation skills to become a learner-centred facilitator (engagement)
- Identify how group dynamics evolve and address participant needs accordingly
- Effectively manage an agenda, time and energy

Note: Following Day 1, participants will prepare a 45-minute facilitated presentation as homework for delivery on Day 2.

Day 2 – Facilitation Skills Practice (8:00 am - 5:00 pm)

- Practice delivering a presentation, using presentation and facilitation techniques (identify strengths and areas for improvement through skills practice)
- Receive feedback from peers and facilitator on presentation and facilitation skills
- Develop coaching/feedback skills by providing peers with feedback on their facilitated presentation
- Identify best practices through peer observation

Day 3 – Dealing with Difficult Participants (8:00 am – 5:00 pm)

- Know what to do before and during a session to **prevent** challenging situations
- Manage disagreement and conflict between participants, and between yourself and a participant
- Identify problem behaviours and use appropriate responses/strategies
- Manage diversity in the classroom
- Practice delivering a presentation (incorporate feedback from day two and deal with a difficult participant situation) and receive feedback

Note: Participants will use the same presentation from Day 2 for the Day 3 skills practice.

Location

- Valard Construction LP

Cost & Registration

- ❖ Workshop cost is \$1,250.00 + GST per participant
- ❖ Participants will receive a manual, supporting materials and valuable takeaways

Registration & Payment Terms

- Payment is required at time of registration and can be made by company or personal cheque, or e-transfer. Once payment is received, your participation will be confirmed with an email sent to the email address you provide.
- There is a no cancellation policy and payment is non-refundable.
- JUNA Consulting reserves the right to cancel the session if minimum participant numbers are not met.
- It is the responsibility of the participant to apply for the Canada-Alberta Job Grant. JUNA accepts no responsibility for the application nor for the outcome. Refunds cannot be given under any circumstances.

About the Facilitator



Julianna Cantwell, CACE, CPHR

Julianna Cantwell is the President of JUNA Consulting Inc., a strategic human resources consulting practice that helps organizations improve individual and group performance. Specializing in learning & development for 20 years and communications for more than 15 years, Julianna logs over 100 days a year speaking and facilitating learning.

Julianna is a graduate from the University of Alberta, NAIT, and MacEwan University and is a Chartered Professional in Human Resources (CPHR). She is a Past President of the Human Resources Management Association of Edmonton (HRMAE), a former Director on the Board of Alberta Women Entrepreneurs (AWE), and is currently Vice Chair of the Self-Regulation Policy Advisory Group for the Chartered Professionals in Human Resources – Alberta (CPHR-AB). Julianna also served as a Director on the Board for Little Warriors.