



Facilitation Skills Training Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Our Facilitation Skills course has been designed to give learners experience and practice in a variety of approaches in order to help them hone their facilitation skills.

Our one -day **Facilitation Skills** course is highly practical and uses scenario based exercises throughout to allow learners to self-assess their current skills, **exploring the skills and qualities of an effective facilitator** and sharing their experience with the group.

This course aims to equip learners with the skills needed to **guide their meetings/events through to a successful outcome**. Learners will analyse the **essential characteristics of an effective facilitation session and how to structure it** - what to do and what not to do, how to use flip charts and other tools effectively, manage their nerves and best use their communication skills to give clear instruction.

Finally, the course looks at engaging with people, getting them to contribute ideas, manage over participation and handle aggression, tips to **keep all attendees engaged while focusing on the required outcomes**.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



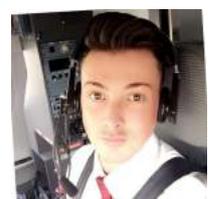
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





Facilitation Skills Training

COURSE OVERVIEW

This course has been designed to give learners experience and practice in a variety of approaches in order to help them hone their facilitation skills. This is a highly practical course with scenario based exercises used throughout to allow learners to self-assess their current skills and share their experience with the group.

The aim of the course is to equip learners with the skills needed to guide their meetings or discussions through to a successful outcome.

Learners will analyse the essential characteristics of an effective facilitation session and how to structure it - what to do and what not to do, how to use flip charts and other tools effectively, manage their nerves and best use their communication skills to give clear instruction.

The course will also cover techniques for handling virtual conversations and contributors to discussions.

LEARNING OUTCOMES

By the end of the programme each learner will:

- Assess their current skills against a range of facilitation styles
- Get people active and engaged from start to finish
- Apply a structured approach to their discussions
- Maintain energy, participation and focus within the group
- Have a personal action plan to implement back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: UNDERSTANDING FACILITATION

- Characteristics of effective facilitation
- Skills and qualities of an effective facilitator
- Stages of effective facilitation
- Structuring a facilitated session

TOPIC 2: COMMUNICATION SKILLS FOR FACILITATORS

- Building rapport with the group
- Active Listening Skills
- Questioning Techniques - open / closed / probing
- Assertively control the group to remain focused and reach decisions

TOPIC 3: GROUP DYNAMICS

- Understanding group behaviour
- Exploring and identifying the groups needs and expectations
- Maintaining participation and engagement
- Recognising and dealing with conflict in the group

TOPIC 4: PERSONAL ACTION PLAN

- Developing your personal action plan



Brendan Murphy

Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

"Many thanks for this and for your excellent facilitation of the session. My colleagues and I were very pleased with the programme and several of them asked me to commend you for the way in which you managed the morning."

Graeme M. Warren, Head of School of Archaeology, UCD





Maura O'Toole

Training Associate

Maura is a highly qualified and experienced Management, HR & Professional Skills trainer. She has trained hundreds of participants in educational establishments, voluntary sector organisations and private companies.

Maura brings her passion for learning to every course she delivers. Her resulting style is interactive and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Maura specialises in are: Time Management, Communications, Effective Writing Skills, Public Speaking, People Management and Minute Taking.

Some of Maura's qualifications and experience include:

- Graduate Diploma in Education and Training Management from Dublin City University
- Held various positions within Dublin City University over a 10-year period
- Developed and delivered training courses to staff from Executive Director to junior staff level in the Middle East, South-East Asia, Africa and Eastern Europe as well as in Ireland



Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

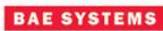
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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- ✉ dublin@dcmlearning.ie
- 📍 Guinness Enterprise
Centre

CORK

- ☎ 021 2429691
- ✉ cork@dcmlearning.ie
- 📍 Atrium Business Centre
Blackpool Business Park

DROGHEDA

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