

Facilitation skills

Strong facilitation skills are essential for in-house trainers, managers and leaders who need to lead discussions and guide decision-making. Whether you are delivering learning, navigating change or leading challenging conversations, the ability to facilitate teams and groups is a critical leadership capability.

Yet many professionals find it difficult to manage group dynamics, encourage participation and keep discussions focused - especially in high-pressure or fast-paced environments. This highly practical programme is designed to build those skills.

Participants will bring real scenarios they want to work on. Through expert input, live practice and coaching, they'll learn how to facilitate productive discussions which foster engagement, navigate complexity and drive positive outcomes.



Who
Managers



Format
Face-to-face
Virtual workshops
Self-study



Duration
2 month programme

Programme Objectives

The Facilitation Skills Programme is designed to build confidence in leading discussions and guiding decision making. As a result of attending this training participants will be able to:

- **Facilitate with confidence and presence**
Use body language, voice and questioning skills to lead discussions with clarity, confidence and authority
- **Plan and structure purposeful sessions**
Design meetings, training and workshops with clear objectives, logical flow and practical outcomes
- **Navigate group dynamics and challenges**
Manage conflicting views, disengagement and dominant behaviours with confidence and empathy
- **Facilitate in virtual and hybrid settings**
Apply tools and techniques to manage engagement and energy - wherever your team is

Our Solution

Role of the facilitator

- What does it mean to facilitate rather than direct?
- Which mindset underpins great facilitation?
- How do I stay outcome-focused while remaining adaptable to what emerges?

Planning for impact

- Clarify session purpose, outcomes and audience needs
- Structure meetings and workshops for clarity and flow
- Practical Delivery: Design and prepare your own session plan for real application

Running the session

- Set the tone by creating a welcoming and purposeful environment
- Use a facilitative style to guide rather than instruct - drawing ideas from the group
- Read the room - pick up on unspoken dynamics
- Practical Delivery

Questioning & listening

- Open and targeted questions to deepen discussion
- Practise active, non-judgemental listening
- Encourage balanced contributions and explore different viewpoints
- Practical Delivery: Group Facilitation practice

Key Benefits of the Programme

- Equips leaders for real conversations - from navigating change to facilitating team decisions
- Builds in house training capability - ideal for internal trainers and knowledge experts to help them lead sessions
- Boosts confidence and credibility - helps participants lead sessions and meetings with clarity, confidence and presence

The Learning Journey

We've carefully designed our Facilitation Skills Programme to ensure the most interactive & engaging learning experience. A typical learning journey is an intensive week of learning and includes face-to-face training, virtual workshops and self study and optional group coaching sessions



Virtual Kick off	Preparation	Module 1*	Individual feedback	Preparation	Module 2*
• Welcome • Orientation • Preparation requirements • Principles of presenting information	• Design and prepare your own facilitated session • Objective setting meeting with your Line Manager	• Share objectives • Facilitation preparation top tips • Clarifying session purpose, outcomes and audience needs • Set the tone and use a facilitative style • Practical Delivery	• 30 minute session of feedback and discussion with trainer	• Own presentation design and preparation • Review your objectives with your Line Manager	• Group dynamics and reading the room • Use a facilitative style to guide rather than instruct • Open questions and active listening • Encourage balanced contribution • Practical delivery
1 hour		2 days	30 mins each		1 day

* Can be run as a combined face-to-face and virtual or as a fully virtual programme

Why Train with us?

Our customers tell us that we are different and that working with us is different too. Here's what sets us apart:

- **We customise all our solutions:** We pride ourselves on developing fully tailored solutions for each and every client
- **We have global expertise:** Our specialism is rolling out global programmes in 20+ languages
- **We are dedicated to changing behaviour:** Our solutions are not about delivering content, our aim is to change behaviour so that your people behave differently and improve performance
- **We are transparent and open:** We're good at building long-term client relationships because we are friendly, approachable and have a transparent approach to pricing



People
Development
Specialists

Business Linked Teams is a global people development company headed by Samantha Caine, FCIPD. We empower development and enhance capability through bespoke learning solutions and carefully curated change initiatives.



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