

Leadership & Management Development



1.3 Developing Facilitation Skills

The programmes within this Communication pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening inside your organisation. What initially presents as a “communication problem” frequently turns out to be something deeper – a question of confidence, trust, conflict, influence or clarity of management.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people currently communicate, where friction or misunderstanding arises and what kind of development will genuinely shift behaviour. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Personal Development, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Effective facilitation enables teams to collaborate, make informed decisions and achieve productive outcomes. This one-day workshop provides practical tools and techniques to plan and guide discussions, encourage participation and manage group dynamics confidently.

Participants will learn how to structure purposeful sessions, communicate clearly and respond constructively when challenges arise. They will leave with increased confidence to lead meetings and workshops that engage people and deliver results.

Who should attend?

Ideal for individuals who lead discussions or support collaboration, including:

- Managers, team leaders and supervisors
- Trainers, educators and project professionals
- Anyone looking to improve participation and productivity in group settings

Applicable across all roles, levels and industries.

Context

Effective facilitation creates environments where people think well together and progress is made. Without skilled facilitation, discussions can become dominated by a few voices, decisions stall and valuable insight remain hidden. Leaders who facilitate well bring structure, neutrality and psychological safety to conversations that matter.

At Expleo we help leaders guide productive dialogue in workshops, meetings and collaborative problem solving.

This programme strengthens an individual’s ability to unlock contribution, manage group dynamics and ensure outcomes are clear and actionable.

How certification is earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of this programme participants will be able to:

- Explain the role of facilitation in group performance and decision-making
- Define and apply core facilitation principles and techniques
- Plan and structure sessions to meet clear objectives
- Encourage engagement and equal contribution
- Recognise and respond to challenging group behaviours
- Use active listening and empathy to build trust and rapport
- Evaluate facilitation success and identify improvement opportunities

Course Outline

1. Introduction to Facilitation

- The purpose of facilitation and its impact on group outcomes
- Core skills and facilitator mindset

2. Planning and Structuring Sessions

- Setting objectives and designing an effective agenda
- Selecting activities that support productive discussion

3. Encouraging Participation

- Communication strategies that include and engage
- Creating a safe environment for diverse viewpoints

4. Managing Group Dynamics and Conflict

- Understanding typical group behaviours
- Techniques to handle resistance and challenging interactions

5. Communication Skills for Facilitators

- Active listening and summarising
- Empathy and rapport-building to support collaboration

6. Measuring Facilitation Effectiveness

- Gathering feedback and self-reflection
- Continuous improvement of facilitation capability

Training Methodology

The programme is highly interactive and practical. Participants will take part in group exercises, short facilitation practice sessions and case-based scenarios, supported by personalised facilitator feedback.

Delegates will finish with tools and techniques they can apply immediately in real business settings.

Contact

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