training code: ZP-FFACen / ENG DL3d / EN

Facilitation Foundation - accredited training with exam

Facilitation is a tool that can be applied in every area of business, not just in single meetings but also as a series of actions ensuring consistency within a team, group, or organization. According to the agile approach to project management, it is an integral element of maintaining proper communication within a project. Through facilitation, team efficiency increases, actions become more effective, meetings are shorter but more cohesive, and they lead to high-quality results. Moreover, people learn to use the process independently, reach consensus, and build better relationships.

Training recipients

The training is intended for managers, specialists, project managers, team leaders, change managers, business analysts, IT professionals, Scrum Masters, Product Owners, and anyone else who wants to improve the efficiency of work in their specialized field’s groups and teams. It will be useful for anyone who works daily in teams addressing business issues and for managers and leaders at any management level who want to achieve real business results through team or group work. The training is the first step to becoming a professional Facilitator.

Benefits

Participants will learn the conditions of group work, build awareness of certain behaviors and processes during meetings, and most importantly, learn practical methods, tools, and techniques for working with a group. A significant value of this training is that participants leave with knowledge they can apply in their daily work the very next day. The course concludes with the Foundation exam. Passing the exam

means earning the international Facilitation Foundation certificate.

Training program

1. Basic concepts and terms
   - What is facilitation?
   - Who is a Facilitator?
   - Meeting: tasks vs. process
   - Ways of working: Formats and Formations
   - Process Iceberg® Model – factors influencing meeting efficiency
   - Facilitation Triangle – what to consider when planning a meeting
2. Process tools – basic Facilitator tools
   - Beyond scope
   - Paraphrasing and reverse paraphrasing
   - Analogy
   - Yes…and
   - SPO (Symptom, Cause, Desired Outcome)
   - Process intervention (SCA)
3. Tools for collecting and organizing information
   - Brain Dumping
   - Brainstorming
   - Snap or check-off
   - Clustering and combining
   - What do I see if…and why
   - Fishbone diagram
4. Tools for prioritizing and decision-making
   - Dot voting
   - Pairwise comparison
   - Necessary and indicated
   - Four-fields
   - MoSCoW prioritization
   - Tabular classification
   - Debate
   - Formation
5. Creating a Process Agenda
   - How to talk with a client
   - Key factors in selecting and organizing a workshop venue
6. How to build group maturity
   - Process Iceberg review

7. Tools for analyzing information, finding solutions, and planning actions
    - How it is and how it isn’t
    - Allegory – A day at the zoo
    - SCA in the organizational context
    - Organizational Process Iceberg Model
    - Force field analysis
    - Action planning
8. MBTI® – individual preference indicators
    - What to pay attention to
    - Tips for the Facilitator
9. Facilitator-Group Contract
    - Facilitator’s role and group maturity
    - Facilitator’s style and task urgency
10. Traits of an effective Facilitator
    - Facilitator and environmental context
    - Research in Hamburg
11. Summary and review of key standard elements
12. Facilitation Foundation exam

Expected preparation of the participant

No specific substantive preparation is required from the participants.

Training Includes

The training price includes:

- Accredited training materials
- Facilitation Foundation exam

Additional options:

- The authorized book: 500 PLN netto
- Exam retake – Retake Ready option: 250 PLN netto

Attention: purchasing this option is only possible through Altkom Academy before the training.

Language

- Training: English

- Materials: English
- Exam: English

Examination method

For classroom training, the exam takes place at the end of the training, in paper form.
For remote training, the exam takes place at the end of the training, in online format.

Duration

3 days / 18 hours

Examination description

Facilitation Foundation exam

- A multiple-choice test consisting of 50 questions
- Exam duration is 40 minutes
- A minimum of 25 out of 50 points (50%) is required to pass