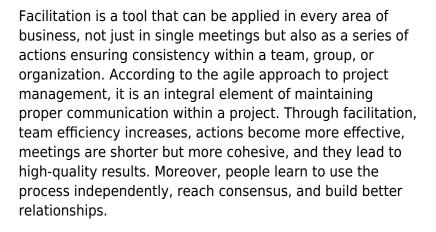
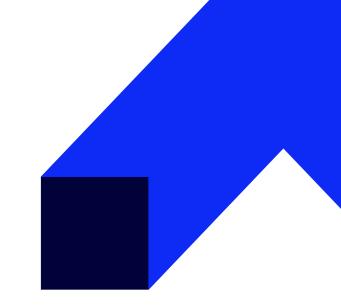


training code: ZP-FFACen / ENG DL3d / EN

# Facilitation Foundation - accredited training with exam





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### 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
  - o Process Iceberg® Model factors influencing meeting efficiency
  - o 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
  - o 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
  - o Dot voting
  - o Pairwise comparison
  - Necessary and indicated
  - o Four-fields
  - MoSCoW prioritization
  - o Tabular classification
  - o 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
  - o 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
  - o Organizational Process Iceberg Model
  - Force field analysis
  - Action planning
- 8. MBTI® individual preference indicators
  - What to pay attention to
  - o 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.



#### Language

Training: EnglishMaterials: 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