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Facilitation Practitioner – 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 all individuals who are responsible for conducting meetings and are committed to ensuring that these meetings achieve their intended goals and are conducted in an efficient and engaging manner. Specifically, this training is for facilitators, Scrum Masters, Product Owners, team leaders and managers, project managers, middle management, and those who conduct training sessions and workshops.

Benefits

During this training, participants will deepen the knowledge acquired at the Foundation level. They will also have the opportunity to discuss in groups various facilitator approaches and design meeting processes for different scenarios. Participants will practice a systematic process approach to meetings and learn how to lead a group to correctly define and then solve a problem that concerns them. They will get to know and practice using the Solve® Model (Problem Solving and Solution Finding Model) for given

scenarios.

The training also prepares participants for the Practitioner level exam, including solving sample exam questions.

Training program

1. Process Iceberg® Model
   - How to use Process Iceberg® Model
   - Process tools (Feedback Model, Reverse Feedback Model, Analogy 'Yes...And')
   - SCA and SPO
2. Models, Tools, Techniques and formats – review
   - Tools for convergent and divergent thinking
   - Tools for uncertainty and certainty
   - Task thinking and process thinking
   - How to Identify the appropriate model or tool from the Process words being used
   - Create the 'script' of process words that indicates a model or tool
3. Characteristics of an Effective Facilitator
   - Facilitating skills and preferences – Self-assessment
   - Understanding the MBTI
   - Sample Exam questions
4. Understand the group
   - How to assess group maturity
   - How to choose the proper contract level
   - How to avoid groupthink
   - Task Leader and the Facilitator
   - Sample Exam questions
5. Preparing for an Event
   - Factors affecting the numbers of facilitators needed to run a Process
   - Degree of certainty
   - Planning the Agenda Process to meet the client's needs
6. Approaches to problem solving
   - Using a systematic process approach – Tackling the Task Systematically
   - Understand Problem Solving and Solution Finding Model – Solve® Model
   - How to use Process Iceberg® Organization Model
   - Sample Exam questions
7. Process Review After Event
   - Process Iceberg® Meeting Model
   - Sample Exam questions
8. Summary of the workshop

9. Exam preparation
   - Sample Exam questions and explanation
   - Strategies to pass the Facilitation Practitioner exam
10. Facilitation Practitioner Examination

Expected preparation of the participant

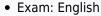It is required to have an Facilitation Foundation certificate.
During the training, it is required to have an authorized Facilitation manual „Facilitation, Develop Your Expertise" by Tony Man.
The manual is not included in the standard materials, it can be purchased in English language versions.

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

2 days / 14 hours

Examination description

Facilitation Practitioner exam:

- Objective-testing format
- 80 questions per paper
- Exam duration is 150 minutes
- A minimum of 40 out of 80 points (50%) is required to pass