kod szkolenia: ZP-FACDTMen / ENG DL 2d

DTMethod® Facilitator - accredited training with exam

Design Thinking is widely recognised as one of the most effective approaches to driving innovation within project teams. It enables organisations to solve problems faster, more cost-effectively and with greater stakeholder engagement. The methodology is applicable not only to product and service design, but also to the optimisation of internal business processes.

The DTMethod® Facilitator training focuses on the role of the facilitator. This is a key role within DTMethod, supporting the group throughout workshops and helping to maximise the effectiveness of solution development. The Facilitator also fosters team engagement and motivation and helps participants make the best use of their skills and DTMethod tools.

Training recipients

- Scrum Masters
- Facilitators
- Product Owners
- Agile Coaches
- Product Managers
- Continuous Improvement (CI) Managers
- Project Managers

Benefits

- Improve team effectiveness – apply DTMethod® tools more efficiently when working with groups.
- Address teamwork challenges more effectively – respond more confidently to issues arising from group dynamics and participant diversity.
- Enhance communication among DT Designers – enable smoother collaboration between everyone involved in the process.
- Select the right participants for DTMethod® initiatives – improve process outcomes by building the right team.
- Define team challenges more precisely – provide clearer direction for the Design Thinking team.

Training program

1. MODULE 1: DTMethod Reminder
   - DTRules: Three key rules of methodology (Interdisciplinarity, Iterativeness, Human Focus) from the perspective of maintaining their discipline by the Facilitator.
   - DTRoles: Structure of roles in the project (Sponsor, Facilitator, Team) – the limits of responsibility and the rules of cooperation between the Facilitator and the Project Owner.
   - DTModel vs DTTools: Managing the process architecture (DTModel phases and stages) and selecting flexible tools (DTTools) to suit the dynamics of the group.
   - DTFacilitator Competencies and Ethics: Neutrality towards solutions, responsibility for the structure, time and psychological safety of workshop participants.
2. MODULE 2: The Role of the DTFacilitator – Working with the Challenge
   - Design Challenge Definition: The structure and importance of a properly formulated design challenge as a signpost for the entire DT Team.
   - Need vs. Solution: How a facilitator helps the team avoid solution bias and maintain focus on understanding user needs before ideation and teaches focus on a deep understanding of the problem.
   - Validation of the challenge with the Sponsor: Tools and techniques for working with the Project Sponsor to refine the criteria for success and business constraints.
   - Reframing: The role of powerful questions and perspective techniques in transforming operational difficulties into compelling design challenges.
3. MODULE 3: Gathering Information and Preparing the Challenge
   - Preparation of the challenge description: Practical operationalization of the challenge, determination of tactical goals and time frames of the DTMethod workshop.
   - Desk Research & Field Research: Supporting the team in identifying key places and areas from which user data should be obtained.
   - Design of the research process: Preparation of interview questionnaires and observation scenarios necessary before the team enters the Exploration Phase.
   - Working with stakeholders at the start of the project: Identifying and engaging key people in the organization whose knowledge is necessary to properly define the framework of the challenge.

4. MODULE 4: Team Building and Group Process
   - Team Formation and DTDesigners: Criteria for the selection of interdisciplinary team members (hard skills, cognitive profiles, diversity of perspectives).
   - Building team engagement: Techniques for building intrinsic motivation, co-responsibility for the result and contracting the rules of cooperation.
   - How to build a creative team? Creating a climate of innovation by reducing fear of judgment, stimulating openness and building a culture of learning from mistakes.
   - Team Effectiveness: Managing the foundations of effectiveness: a clear goal, group structure, work rules (contract) and securing the support of the organization.
   - Group process (Tuckman's model): Managing team dynamics in the phases of: formation, storming, norming and performing.
5. MODULE 5: Applying von Thun's Communication Square in Facilitation Practice
   - Factual level: How the Facilitator takes care of the purity of facts, clarity of messages, precision of instructions and proper interpretation of design data.
   - Self-revelation level: Decoding the intentions, emotions and hidden motivations of the workshop participants; building authenticity in the role of facilitator.
   - Relationship level: Monitoring and shaping relationships within the team, managing hierarchy, status and counteracting the dominance of individuals.
   - Appeal level: Understanding implicit expectations, intentionally guiding group behavior, and responding to impact-oriented messages.
6. MODULE 6: Process Scaling and Workshop Scenarios
   - Designing a workshop scenario: Timeboxing – how to flexibly arrange the agenda of DTMethod sessions depending on the availability of the team.
   - Vertical and horizontal scaling: Adapt DTTools to work with a small project group vs. large, multi-team strategy workshops.
   - Crisis and resistance management in the process: Facilitation techniques in the event of a drop in energy, decision-making deadlock or personal conflicts in the team.
   - Documenting and transferring workshop outputs: How the facilitator manages the partial products of the workshop (post-it, mockups) and passes them on for implementation or further iterations.
7. MODULE 7: DTFacilitator Tools
   - Icebreakers and energizers: Conscious selection and moderation of warm-up exercises, tailored to the stage of the group process and the energy level of the team.
   - Giving Instructions Effectively: Rules for formulating clear, precise and engaging task messages (principle: goal – time – step by step).
   - Case study – The "dwarf" riddle: A practical analysis of group behaviour and communication traps on the example of a dedicated case study.
   - Debriefing: Conducting a structured self-reflection of the team after the task has been completed to draw conclusions and close the stage.
8. MODULE 8: Facilitator Samples (Practice and Feedback)
   - Preparation for facilitator samples: Division into subgroups, drawing of workshop roles, selection of mini-challenges and self-design of a micro-scenario of facilitation.

- Conducting samples: Implementation of mini-facilitation sessions by participants within a live group environment (competence training in safe conditions).
- 360-Degree Feedback: Working with the facilitator's observation sheet – feedback from the group, self-assessment and developmental recommendations from the trainer.
- Working with a difficult participant during a sample: Practical testing of techniques for dealing with sabotage, withdrawal or hyperactivity during the simulation.

Expected preparation of the participant

- You hold a DTMethod® Foundation certificate.
- Before the training, you will receive preparatory materials that must be reviewed before the course begins.

Attendance at this course requires possession of the authorized handbook "*Design Thinking Basics: An Introduction to the DTMethod*".
Please note that the handbook is not included in the standard course materials. It can be purchased separately in English.

Training Includes

The course fee includes:

- Accredited training materials
- DTMethod Facilitator examination

Additional options:

- Exam resit – Retake Ready option: PLN 225 net (Note: Retake Ready may only be purchased before the training begins.)
- Printed handbook or e-book: PLN 350 net. The handbook is available in English only.

Language

- Training: English
- Materials: English
- Exam: English

Examination method

For classroom-based training, the examination is held at the end of the course in paper-based format.
For virtual instructor-led training, the examination is held at the end of the course in electronic format.

Czas trwania

2 dni / 14 godzin

Examination description

- Duration: 150 minutes
- 80-question multiple-choice test with one correct answer per question.
- Pass mark: 50% (40 out of 80 available points).
- Open Book format – participants may use the “Design Thinking Basics: An Introduction to the DTMethod” handbook and the DTMethod Workbook.
- Certificate validity: 5 years.