



Facilitation Skills

SEHG-SV-7296 · Business · approx. 1 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, facilitation can make any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Supervisors and Managers course: Facilitation Skills.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Define facilitation and identify its purpose and benefits
- Clarify the role and focus of a facilitator
- Differentiate between process and content in the context of a group discussion
- Provide tips in choosing and preparing for facilitation
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming, and performing
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 0 instructional videos — 0 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Understanding Facilitation**
 - What is Facilitation?
 - When is Facilitation Appropriate?

- What is a Facilitator?
- **Module 3 — Process vs. Content**
 - About Process
 - About Content
 - A Facilitator's Focus
- **Module 4 — Laying the Groundwork**
 - Choosing a Facilitated Approach
 - Planning for a Facilitated Meeting
 - Collecting Data
- **Module 5 — Tuckman and Jensen's Model of Team Development**
 - Stage One: Forming
 - Stage Two: Storming
 - Stage Three: Norming
 - Stage Four: Performing
- **Module 6 — Building Consensus**
 - Encouraging Participation
 - Gathering Information
 - Presenting Information
 - Synthesizing and Summarizing
- **Module 7 — Reaching a Decision Point**
 - Identifying the Options
 - Creating a Short List
 - Choosing a Solution
 - Using the Multi-Option Technique
- **Module 8 — Dealing with Difficult People**
 - Addressing Disruptions
 - Common Types of Difficult People and How to Handle Them
 - Helping the Group Resolve Issues on Their Own
- **Module 9 — Addressing Group Dysfunction**
 - Using Ground Rules to Prevent Dysfunction
 - Restating and Reframing Issues
 - Getting People Back on Track
- **Module 10 — About Intervention**
 - Why Intervention May Be Necessary
 - When to Intervene
 - Levels of Intervention
- **Module 11 — Intervention Techniques**
 - Using Your Processes
 - Boomerang it Back
 - ICE It: Identify, Check for Agreement, Evaluate How to Resolve
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SV-7296 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.