



Certificate IV in Facilitation

30783QLD Certificate IV in Facilitation

Course Overview

Facilitation skills are by far the most valuable skills for leading any kind of group communication, problem solving or decision making exercise. Facilitation has become a critical and powerful method of leadership, as organisations rely on input and commitment from employees and other stakeholders to achieve objectives.

IPS has developed this course to provide critical information on facilitation processes, tips and techniques. The course is recognised by the Australian Institute of Professional Facilitators.

Who should participate?

Team Leaders, Managers, Trainers, Corporate Facilitators, and Learning & Development Officers will all benefit from the program.

Key Benefits and Learning Outcomes

Participants will learn to become effective facilitators of more than just learning. They will learn how to inspire, direct, enhance creativity and build ownership within a group to help facilitate a productive outcome.

Whether negotiating sales contracts, designing and leading meetings, resolving conflict or providing training, people will greatly benefit from being skilled in facilitation.

This course also enhances the Certificate IV in Training & Assessment, for those who facilitate learning and other work-based sessions, but do not necessarily train accredited courses, use competencies standards or assess people. While the TAA has traditionally been considered as the qualification for the training industry, the Certificate IV in Facilitation will prove developmental for many people.



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Upon course completion, participants will be able to:

Plan and design facilitation projects

- Obtain mutual commitment to the project
- Facilitate client meetings to ascertain needs
- Identify various outcomes to address client needs
- Create appropriate facilitation designs
- Develop project plans and establish a contract
- Implement tasks and activities
- Evaluate client satisfaction

Implement various facilitation methods and models

- Respect culture, norms and participant diversity
- Engage participation of those with varied learning/ thinking styles
- Meet learner needs and project objectives
- Prepare appropriate resources for the event

Foster group creativity in an interactive learning environment

- Apply a variety of participatory processes
- Effective verbal communication skills
- Develop rapport
- Create an atmosphere of safety and trust
- Provide feedback to participants
- Draw out benefits from diversity of the group
- Cultivate cultural awareness and sensitivity
- Identify and review underlying assumptions
- Provide a safe environment for conflict to surface
- Manage disruptive group behaviour
- Stimulate and foster group energy

Guide the group to consensus and desired outcomes

- Establish a clear context
- Actively listen and question
- Recognise tangents and redirect group
- Manage group interactions and discussions

- Vary the pace of activities
- Assist the group in reflection
- Adapt processes and changing situations
- Evaluate and communicate group progress

Model a positive and professional attitude

- Analyse and demonstrate contemporary learning and development theories
- Apply ethical and inclusive practices
- Facilitate problem solving and decision-making models
- Evaluate own performance through self reflection
- Continually improve professional practice
- Engage in ongoing learning to support professional practice
- Maintain currency in your field of expertise through professional development activities
- Maintain relevant industry and facilitation networks

Ensure a healthy and safe learning environment

Understand occupational health and safety responsibilities in the learning environment
 Identify any potential hazards and rectify issues
 Assess risks in the learning environment
 Apply risk controls to ensure the safety and welfare of others
 Provide learners with appropriate information
 Monitor occupational health and safety in the learning environment

Registration and Enquiries

Public and In-House programs available - Contact IPS Institute to organise enrolment today

Phone: (07) 3841 8011

Email: info@ipspeople.com

Website: www.ipspeople.com