

# Engagement Facilitation

**As** part of your engagement project, do you need to facilitate 'live' meetings with groups of stakeholders?

**Do** you have to step up – right there, right then?

Engagement Facilitation aims to provide the knowledge and skills for planning and facilitating such events - including those difficult times when stakeholders are hostile or resistant. It addresses concepts and skills relevant at the point where you are directly responsible for managing face-to-face live meetings or events with a group of stakeholders.



## AIM & OBJECTIVES

### Aim

The aim of Engagement Facilitation is to prepare practitioners to plan and facilitate 'live' events.

### Objectives

The objectives of Engagement Facilitation are to:

- Examine the framework and purpose of facilitation
- Build your repertoire of tools and processes
- Practise core skills
- Troubleshoot specific challenges.

### Learning Outcome

By the end of this course you will have enhanced your ability to respond appropriately, generating confidence in, and support for, your facilitation approach.

### Benefits

- IAP2A's Engagement Facilitation has been developed by a recognised and qualified expert and validated by the Project Panel comprising our course participants and who championed the importance of this skill-based course
- You will develop your repertoire of facilitation-specific processes and skills
- You will practice formats and approaches
- You will work with a group of like-minded practitioners who will share their experiences and tips for success
- You will develop confidence to lead other internal stakeholders towards deciding on a more effective process.

### Who should do this course?

Engagement Facilitation is designed for those who are new to facilitation and may find themselves having to respond 'in the moment' and facilitate live group events as part of a broader engagement project.

Learn more or register at [www.iap2.org.au](http://www.iap2.org.au)

# Content

## Introduction

### A Model for Facilitation Practice: The “3 Ps”

#### The 1st ‘P’: the What and Why

- Start strong
- Crafting a purpose statement
- Skill practice: Test your purpose statement

#### The 2nd ‘P’: People - the Who

Skill practice: Prepare for who ARE IN the room

#### The 3rd ‘P’: Process - the How

- Guiding principles for a successful process
- The planning process: ideas diverge then converge

Template 1: Preparation using The “3 Ps”

### Facilitation Process – Essentials

1. Prepare a strong start
2. Plan variety
3. Hone your skills
  - listen effectively
  - question skillfully
  - reframe
  - interventions and facilitator assertiveness

#### 4. Planning steps

Template 2. Process Audit

Template 3. Planning

### Specific scenarios

1. Dealing with conflict
2. Dealing with large groups
3. Community consultation
4. Hotel ‘Town Hall’ meetings

Skill practice: Dealing with key behaviours

Core Facilitation methods, specific tools

Managing yourself

### The most useful aspect?

What our previous participants have said:

- “The importance of understanding your role of facilitating rather than being the meeting chairperson.”
- “Everything - our trainer was wonderful at explaining both the theory and then asking the group to translate into the practical.”
- “Working on one or two examples to see how things functioned.”



The heart of facilitation is the capacity to manage conversations that:

- test assumptions
- allow new ideas to surface, address new needs or needs not easily articulated
- put unlikely things together and see new connections and patterns
- provoke and stimulate new ideas
- tolerate and respect uncertainty and anxiety before an authentic solution emerges
- harness different skills and personalities, and encourage robust dialogue



Ian Colley  
Course author  
Make Stuff Happen PL



Learn more or register at [www.iap2.org.au](http://www.iap2.org.au)