

# Effective facilitation: getting the best out of working with people and organisations

## Programme Outline

**This course is delivered by Chris Church for Talk Action.** This page outlines the course and its' objectives. This course will help you:

- Understand why good facilitation is an important aspect of community engagement
- Be clear on ways to plan, start and run a facilitated session
- Plan for working with different types of groups organisations, both within a council and in the community
- Be ready to deal with negativity and hostility (and plan to avoid them)
- Be clear on how best to support and work with communities and to develop action plans

<i>Topic</i>
➤ Introduction – what we will cover and why
➤ The positives, problems and confusions – getting clear on the issues
➤ Before you start and 'breaking the ice'
➤ Working with different types of groups
➤ The roles of a facilitator
➤ Tackling the problems: when facilitation goes bad!
➤ Working in smaller groups
➤ Helping groups to plan
➤ Making it all work
➤ Evaluating facilitation
➤ Review of key points and close