

# Friesen, Kaye and Associates



**Friesen, Kaye and Associates**  
The Experts in Knowledge Transfer  
and Workplace Performance

## Advanced Facilitation Skills for Instructors

If you are a competent and experienced facilitator who wants to take your skills to the next level, this program is designed for you! Learn facilitation skills that will maximize learner engagement and retention during your programs and increase transfer of their new skill and knowledge back to the job. Develop facilitation techniques to effectively manage group dynamics and the learning environment. Discover your preferred facilitation style and learn how to adapt it. Polish and adapt your questioning techniques as you lead a practice lesson and receive feedback and coaching from your FKA facilitator.

### Who Should Attend?

- Instructors who wish to improve their performance in the facilitative aspects of learning programs and have completed FKA's Instructional Techniques program—or equivalent training, in interactive, learner-centered facilitation—followed by at least 6 months experience in leader-led facilitation.
- Former instructors with the experience described above who will once again be delivering learning programs.

### Key Benefits

1. Create a positive learning environment for all your learning initiatives.
2. Gain the respect of your learners by establishing and maintaining your credibility.
3. Add new facilitation techniques to your repertoire that will keep your learners engaged.
4. Adapt your facilitation style to improve learning outcomes.
5. Use your knowledge of group dynamics and group development to manage learner participation and prevent problem situations.
6. Maximize transfer of learning back to the job

### Post-Learning Support

Complimentary Post-Learning Support:

- Transfer Strategy: one-hour online, live-facilitated session (2-3 weeks post program) to maximize and reinforce learning.
- One-Year Hotline: as a participant in an FKA program you are entitled to post-learning support and you are encouraged to connect with us to discuss lessons learned; successes; challenges; and best practices.

*"Great session and worthwhile. Would highly recommend." J Perrier, Federal Government*

# Instructional Techniques

## Objectives

Upon successful completion of this program, you will be able to:

- Describe how to create a positive climate for learning
- Facilitate input from learners
- Establish and maintain instructor credibility
- Create effective questions to test for understanding
- Determine how to adapt questioning techniques to affect group dynamics
- Ask questions more effectively
- Use questions to increase involvement of all learners
- Facilitate activities effectively
- Plan a strategy to manage time
- Use energizers appropriately
- Describe group development
- Determine your preferred instructional style
- Identify when and how to adapt your instructional style to the learning context
- Identify types of verbal behavior
- Respond appropriately to participant verbal behavior
- Handle a variety of difficult situations
- Give constructive feedback to learners
- Identify actions to increase learning transfer

## Agenda

### Day One

- Purpose, Objectives and Introductions
- The Learning Climate
- Facilitating Information Gathering
- Instructor Credibility
- Giving Feedback
- PAF Model and the ibstpi Competencies
- Questioning Skills and Techniques
- Facilitating Activities
- Look-ahead to Participant-Facilitated Sessions
- Day Wrap-up

### Day Two

- Review and Agenda
- Managing Time
- Group Dynamics
- Media Preparation
- Participant-Facilitated Sessions
- Day Wrap-up

### Day Three

- Review
- Application and Feedback
- Handling Difficult Situations
- Verbal and non-verbal behaviors
- Organizing and Sequencing
- Preparation
- Application & Feedback Session #3
- Looking back and planning ahead

