

ESSENTIAL FACILITATION SKILLS AND THE PSYCHOLOGY OF GROUPS



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TRAINING CENTER



Introduction

Groups make better decisions when someone manages the process rather than the opinion. The Essential Facilitation Skills and the Psychology of Groups Training Course develops that discipline. Participants learn how groups form, how power and personality shape participation, and how a facilitator keeps discussion productive without steering the outcome. Furthermore, the programme covers agenda design, consensus building, conflict handling, and managing difficult participants. Delivered by Gentex Training Center over five days, this programme suits team leaders, HR professionals, project managers, and consultants. As a result, participants run meetings that reach real decisions and leave people committed to them.

Essential Facilitation Skills and the Psychology of Groups Course Objectives

- Explain group development using Tuckman's forming, storming, norming, performing, and adjourning stages.
- Identify group dynamics, roles, and informal power structures in teams.
- Distinguish facilitation from chairing, training, and mediation.
- Prepare group processes using the ToP (Technology of Participation) focused conversation method.
- Design agendas that match purpose, outcome, and time available.
- Apply the GROW model and ORID questioning to guide group thinking.
- Use consensus-building techniques and the fist-to-five voting method.
- Manage difficult participants, dominant voices, and silent members.
- Handle group conflict with the Thomas-Kilmann Instrument and mediation techniques.
- Record decisions, actions, and outcomes using structured facilitation records.



Course Methodology

- Interactive sessions combining group psychology theory and live practice.
- Live facilitation practice with structured peer observation and feedback.
- Video-recorded exercises reviewed against a facilitation competency framework.
- Scenario workshops covering conflict, silence, and dominant participants.
- Case studies of failed meetings and group decision breakdowns.
- Action planning with a personal facilitation development plan.

Who Should Take This Course

- Team leaders, supervisors, and department managers.
- Human resources, learning, and development professionals.
- Project managers running workshops and requirements sessions.
- Consultants, trainers, and change facilitators.
- Business analysts leading elicitation sessions.
- Community and stakeholder engagement officers.
- Anyone who runs meetings and needs group decisions.

Essential Facilitation Skills and the Psychology of Groups Course Outlines

Day 1: The Psychology of Groups

- Group development: Tuckman's five stages explained.
- Group roles, norms, and informal hierarchies.
- Social loafing, groupthink, and polarisation risks.

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- Power, influence, and voice in group settings.
- Psychological safety and its effect on participation.
- Facilitation versus chairing, training, and mediation.
- Self-assessment: personal facilitation style and gaps.

Day 2: Designing the Group Process

- Clarifying purpose, outcome, and constraints before the session.
- Agenda design and time boxing.
- The ToP focused conversation method.
- ORID questioning: objective, reflective, interpretive, decisional.
- Room setup, materials, and visual tools.
- Virtual and hybrid facilitation platforms and their limits.
- Workshop: designing a complete session plan.

Day 3: Core Facilitation Techniques

- Opening a session and setting ground rules.
- Active listening, paraphrasing, and reframing in groups.
- Asking questions that open and focus discussion.
- Techniques for brainstorming, prioritising, and clustering.
- Consensual decision making with fist-to-five voting.
- Using flip charts, sticky notes, and digital whiteboards.
- Practice: facilitating a live group discussion.

Day 4: Difficult Dynamics and Conflict

- Managing dominant, silent, negative, and disruptive participants.



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- Reading group energy and intervening early.
- Handling group conflict with the Thomas-Kilmann Instrument.
- Mediating between competing subgroups.
- Staying neutral while keeping progress.
- Recovering a session that has lost direction.
- Simulation: facilitating a conflicting stakeholder meeting.

Day 5: Decisions, Records, and Action Planning

- Converging from discussion to clear decisions.
- Recording decisions, actions, owners, and deadlines.
- Capturing minority views and open issues honestly.
- Closing a session and building commitment.
- Follow-up, progress review, and facilitating online sessions.
- Building a 90-day personal facilitation development plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Essential Facilitation Skills and the Psychology of Groups Training Course, participants will have acquired practical knowledge of group development stages, group dynamics, ORID and ToP process design, consensus techniques, conflict handling, and structured decision recording. In addition, they will lead groups to decisions that hold. Gentex Training Center delivers this programme through live facilitation practice and recorded review, so participants apply their new knowledge at the very next meeting.





FAQs

Q1 What is the "Essential Facilitation Skills and the Psychology of Groups" course about?

The course teaches professionals how to guide group discussions toward clear outcomes. It covers group psychology, session design, questioning methods, consensus building, difficult participant management, conflict handling, and decision recording.

Q2 What are the key benefits of the "Essential Facilitation Skills and the Psychology of Groups" course?

Participants run meetings that reach decisions instead of drifting, and they draw contributions from quiet members while managing dominant ones. Furthermore, they surface disagreement early and record outcomes clearly. As a result, groups commit to decisions and follow through.

Q3 What skills will I gain from the "Essential Facilitation Skills and the Psychology of Groups" course?

Participants gain group process design and agenda planning, facilitation questioning and participation techniques, difficult dynamic and conflict management, and decision recording and follow-up discipline. These four skills combine to make group work productive.



Q4 What tools, methods, or standards are covered in the "Essential Facilitation Skills and the Psychology of Groups" course?

The programme covers Tuckman's group development stages, the ToP focused conversation method, ORID questioning, fist-to-five voting, brainstorming and affinity clustering, the GROW model, the Thomas-Kilmann Conflict Mode Instrument, psychological safety concepts, facilitation records and action logs, and digital whiteboard tools.

Q5 How is the "Essential Facilitation Skills and the Psychology of Groups" course applied in real-world practice?

Professionals apply it when running requirements workshops, leading team retrospectives, facilitating strategy sessions, chairing stakeholder consultations, resolving disagreements between departments, and managing community meetings. In addition, they use it in virtual sessions across distributed teams.