

# FACILITATOR QUALIFICATION COURSE

## CURRICULUM

### 1A - FACILITATION TRAINING

BLENDED OVER 3 WEEKS  
31 October – 16 November 2023,  
incl. 6 online sessions, 3-5.30 pm CET

This blended learning training of trainers, combining online sessions and asynchronous work in between, provides an introduction to theoretical foundations and principles of facilitation, adult learning and group dynamics. It will equip you with competences, methods and tools for your facilitation practice. You will explore the facilitator's role and learn how to design and facilitate group processes in a participatory and inclusive way.

### 1B - FACILITATION TRAINING

IN-PERSON, 3,5 DAYS  
21 -23 September 2023, 10am-6 pm &  
24 September 2023, 10am-2 pm CEST

This intensive training of trainers provides an introduction to theoretical foundations and principles of facilitation, adult learning and group dynamics. It will equip you with competences, methods and tools for your work as a facilitator. You will explore a facilitator's role, and learn how to design and navigate group processes in a participatory and inclusive way.

### 2 - FACILITATION OF PARTICIPATORY PROCESSES

ONLINE - 2 SESSIONS  
12 & 14 December 2023, 3-5pm CET

In this thematic workshop you will get acquainted with different phases of participatory processes and learn how to create transparent decision-making procedures. You will discover how to foster participation and enable teamwork based on democratic values. You will be able to apply your learnings to different contexts such as processes of innovation, collaboration, ideation and decision-making.

### 3 - DESIGN & FACILITATION OF ONLINE EVENTS

ONLINE - 2 SESSIONS  
20 & 22 February 2024, 3-6pm CET

In this thematic workshop you will learn how to plan and design interactive and inclusive online and hybrid events. You will explore how to facilitate such events in a holistic, participatory and engaging way, all while considering the specifics of learning and working in a group online. Reflecting on good practices from peers will support you in translating and transforming your events from in-person to online or hybrid formats.

### 4 - FACILITATING CONFLICT TRANSFORMATION

ONLINE - 2 SESSIONS  
16 & 18 April 2024, 3-6pm CEST

In this thematic workshop you will get familiar with basic theories and models of conflict analysis, management and conflict transformation as well as with the nonviolent communication approach. You will learn how to identify causes and symptoms of conflicts in a group, how to address them in a constructive manner and use them as opportunities for progress. You will also discover how you can support others in developing a peaceful attitude towards themselves in situations of conflict.

### 5 - DEALING WITH GROUP DYNAMICS AND GROUP EFFECTS

ONLINE - 2 SESSIONS  
11 & 13 June 2024, 3-6pm CEST

This thematic workshop will help you understand group dynamics and group effects. You will get equipped with basic theories and models, and explore how to analyze intragroup dynamics and specific group effects, how to understand and describe the developments in the group. Moreover, you will learn how to react in a given situation with methods that respond to the needs of the group.

### 6 - DEALING WITH COMPLEXITY

ONLINE - 2 SESSIONS  
10 & 12 September 2024, 3-6pm CEST

This thematic session will focus on core competences of facilitators learning how to deal with complexity and thrive in uncertain and dynamic environments. We will explore the nature of complexity as well as approaches and frameworks for understanding and managing it. You will learn how to develop sustainable strategies and competences which will be assets working with complex challenges. The precise learning objectives and concepts explored in this thematic workshop (e.g. sustainability, resilience, emotional literacy) will be determined based on the needs of participants of the current Course.

### 7 - REFLECTIVE LAB

ONLINE - 1 SESSION  
15 October 2024, 3-6pm CEST

Closing your Facilitator Qualification Course with this 3-hour online session, you will reflect on your development as a facilitator in the past months and will work on cases brought in from you and your peers. At the same time, we will equip you with tools and methods to prepare and conduct evaluation and reflection sessions with a group. Together we will celebrate your completion of the Facilitator Qualification Course.

# FACILITATOR QUALIFICATION COURSE

## CURRICULUM

### INTRODUCTORY SESSION

ONLINE

28 November 2023, 4.30-6pm CET

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After you have participated in one of the training of trainers (Module 1a and 1b), we will host an introductory online call for all Course participants to enable a first get to know each other in the group that comes together from the in-person and blended learning training and to provide all details and answer questions with regards to the Course.

### PEER TALKS & PRACTICE

ONLINE

bi-monthly, last Thursday of a month

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Peer talks and Peer practice are bi-monthly online meetings which are an integral part of the Course. Peer Talks invite you to connect and exchange with other peers, reflect on your learnings and facilitation practice and dive deeper into specific topics which are emerging throughout the way. Peer Practice offers a safe space for participants to practice, share experience and to experiment facilitating online sessions in a team, to get feedback from peers and improve skills and competences. The Peer Practice will take place twice throughout the year.

### FACILITATION PRACTICE

15 days

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Learning by doing! You will practice your facilitation during the facilitator qualification course, self-organized and at your own pace. We recommend 15 days of practice both in online and in-person settings (3-4 hours online are equivalent to one day in person). You will have space to reflect and exchange on your practice in the peer talks. We provide twice per year the space to practice facilitation in a team in the peer practice which gives every course participant the chance to practice and get feedback on.

### COACHING

ONLINE

6 hours (bookable add-on)

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You will have an individual coach supporting you in 3-4 meetings, monitoring your learning goals and your self-assessment. The coach, who is an experienced facilitator, helps you reflect on your facilitation practice and discusses cases that are open or unclear.

# 1 YEAR QUALIFICATION COURSE

## FACILITATION TRAINING (31 OCT – 16 NOV 2023)

blended training  
of trainers,  
3 weeks

1A

## BI-MONTHLY PEER TALKS & PRACTICE

1B

## FACILITATION TRAINING (21–24 SEP 2023)

in-person training  
of trainers,  
3.5 days

## FACILITATION PRACTICE

2

## FACILITATION OF PARTICIPATORY PROCESSES (12 & 14 DEC 2023)

online  
2 × 3 hours

3

## DESIGN & FACILITATION OF ONLINE EVENTS (20 & 22 FEB 2024)

online  
2 × 3 hours

## COACHING (BOOKABLE ADD-ON)

4

## FACILITATING CONFLICT TRANSFORMATION (16 & 18 APR 2024)

online  
2 × 3 hours

5

## DEALING WITH GROUP DYNAMICS AND GROUP EFFECTS (11 & 13 JUN 2024)

online  
2 × 3 hours

6

## DEALING WITH COMPLEXITY (10 & 12 SEP 2024)

online  
2 × 3 hours

7

## REFLECTIVE LAB (15 OCT 2024)

online  
1 × 3 hours

### FACILITATION - THE PRACTICE:

- You are familiar with the theoretical foundations of facilitation and principles of adult learning
- You know how to design group learning processes incl. theoretical approaches, attitudes and methods
- You are prepared to work in a facilitators' team in a constructive way and develop a feedback culture
- You get familiar with group dynamics and how to adjust methods to the respective atmosphere in the group or react to changes adequately
- You know and can use concrete tools for planning and structuring educational events
- You are familiar with basic theories and models describing group dynamics
- You are able to analyze group dynamics and adjust the methods to the respective group needs
- You can recognize specific group effects and are able to react to them in a given situation adequately
- You are familiar with basic theories and models of conflict management, transformation and conflict analyses
- You can identify causes and symptoms of conflict in facilitators' team and among participants and address it constructively
- You get equipped with tools for conflict transformation and dealing with tensions, changing the (power) relations in the group
- You know basics of nonviolent communication and learn main assumptions of empathic communication
- You know how to transform language barriers into messages that build relations
- You are able to address conflicts on a constructive level and use them as opportunities for progress
- You learn how to prepare and conduct evaluation and reflection sessions in the team and among participants and take them into account

## WHAT YOU WILL LEARN

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### LEARNING & DEMOCRACY - THE THEMATIC FOCUS:

- You know how to include different learning styles and individuals' backgrounds into facilitation processes
- You are able to organize educational events in a way that they are participatory
- You are aware of power relations and know how to share power
- You know how to address the whole personality (holistic facilitation), and support system thinking
- You know how to mitigate barriers for participation to be inclusive
- You can facilitate processes that lead to empowerment
- You know how to enable every group member to unlock their potential and how to help participants discover their resources and actively contribute to common objectives
- You are able to create democratic and inclusive learning spaces: the decision-making processes are transparent, participation is fostered, and participants experience democracy in teamwork
- You know the different phases of participatory processes
- You know which different attitudes, methods and tools help you to enable participatory decision-making and can apply them in your facilitation
- You can apply your learnings to different contexts such as processes of innovation, collaboration, ideation and decision-making

### ONLINE - THE NEW NORMAL:

- You know the specifics of learning and working online
- You know how to design interactive and inclusive online events
- You are able to translate and transform in-person events to online
- You are familiar with basic technical aspects, know a set of online tools and can apply them adequately to your context
- You know how to facilitate events in a participatory and engaging way, considering specifics of group dynamics in online events
- You know how to adapt online facilitation to different target groups

### TARGET GROUPS AND PROFESSIONAL OFFERS - THE CLIENT:

- You know how to design and adapt educational events for different target groups
- You are able to consciously plan your career as a facilitator
- You learn how to position yourself as a facilitator on the market: ideas and strategies for creating portfolios, building relations with customers, and prices policy

### SELF-DIRECTED LEARNING - THE PATH:

- You understand your role and attitude as a facilitator
- You got to know diverse examples and good practices for professional development as a facilitator and are able to start building your own capacities and professional strategy
- You are aware that a facilitator is in a constant development process and requires being open to the new, learning new trends and joining professional communities
- You reflect and set your personal goal and fields of development as facilitator and have a plan on your further professional development
- You know how to build your capacities, deepen or broaden your expertise and get support
- You will reflect on your development as a facilitator
- You will look into your future as a facilitator and explore your perspectives

### RESILIENCE & SUSTAINABILITY - THE FRAME:

- You are conscious about the challenges and potentials of the world full of volatility, uncertainty, complexity and ambiguity and find strategies to deal with such a reality as a facilitator
- You enhance your knowledge about complexity theory and systems thinking applied to the context of educational events
- You learn how to navigate through challenging situations by identifying and naming needs and emotions of yourself and participants to consciously make decisions
- You learn how to deal with stress and anxiety in facilitation, how to communicate boundaries, assertiveness and how to manage expectations
- You know how to be sustainable and resilient as a facilitator and how to foster sustainability among participants