Facilitation is a core competency for working in and effectively managing learners, teams, groups, and committees. The facilitator leads by providing skills, guiding discussions, and encouraging the group to reach their own conclusions. The facilitator works collaboratively with the group and empowers them to identify their own goals and plans. The student will develop and apply effective approaches when facilitating for a variety of group situations and workplace learning communities.

This course is offered as CMNS 445 and ADED 445. Students may take only one of these for credit.
LEARNING OUTCOMES:

Upon successful completion of this course, students will be able to:

1. Differentiate between teaching, managing, and facilitating
2. Select appropriate communication strategies, including Learning Organization Theory or Appreciative Inquiry
3. Apply facilitating principles and behaviors to group situations.
4. Demonstrate facilitating techniques and strategies
5. Receive personal feedback
6. Manage complexities and challenges of workplace group dynamics.
7. Develop a self-awareness of personal behaviors that support effective facilitation.

METHODS: (Guest lecturers, presentations, online instruction, field trips, etc.)

Small group discussions, structured feedback, simulated practice, case studies, self-reflection.

METHODS OF OBTAINING PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):

☐ Examination(s) ☐ Portfolio assessment ☐ Interview(s)

☐ Other (specify):

☒ PLAR cannot be awarded for this course for the following reason(s): This is a process course in which students as a group develop facilitating skills and are expected to incorporate what they have learned through ongoing facilitations. Having been a facilitator would not be sufficient PLAR as the process of learning to become a better facilitator is the essence of the course.

TEXTBOOKS, REFERENCES, MATERIALS: [Textbook selection varies by instructor. An example for this course might be:]


SUPPLIES / MATERIALS:

STUDENT EVALUATION: [An example of student evaluation for this course might be:]

<table>
<thead>
<tr>
<th>Concept paper</th>
<th>Simulation exercises</th>
<th>Facilitated group meetings</th>
<th>Self-reflection</th>
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COURSE CONTENT: [Course content varies by instructor. An example of course content might be:]

1. Introduction to Facilitation:
   • “Instructor” vs “Manager” vs “Facilitator”
   • Roles, ethics, and values
   • Current trends and practices
2. Giving and Receiving Feedback
3. Group Dynamics: Community and/or Workplace
4. Facilitation Framework and Process Tools
   • Listening skills
   • Critical thinking application
   • Developing group trust and participation
   • Problem solving
   • Building consensus
5. Being Neutral
   • Coaching
   • Mentoring
   • Moderating
6. Meeting and Project Management
7. Leadership Styles and Trends
   • Authentic Leadership
   • Learning Organization Theory
8. Managing Group Dynamics:
   • Group development
   • Effective teams
   • Conflict management
   • Technology and virtual participation
   • Appreciative Inquiry