CMNS 445
Communications
Facilitating Skills for the Workplace

COURSE NAME/NUMBER
FACULTY/DEPARTMENT
UFV CREDITS

Students are advised to keep course outlines in personal files for future use.

Shaded headings are subject to change at the discretion of the department – see course syllabus available from instructor

OFFICIAL UNDERGRADUATE COURSE OUTLINE INFORMATION

CALENDAR DESCRIPTION:
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 diverse group situations and workplace learning communities.

Note: Some public speaking skills are assumed in this course.

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

PREREQUISITES:
CMNS 345, or 45 university-level credits including CMNS 235 or CMNS 280

TOTAL HOURS PER TERM: 60

SERVICE COURSE TO: (department/program)

SYNONYMOUS COURSE(S):
(a) Replaces:
(b) Cross-listed with: ADED 345
(c) Cannot take: ADED 345 for further credit.

TRAINING DAY-BASED INSTRUCTION:
Length of course: 

OTHER:
Maximum enrolment: 20
Expected frequency of course offerings: Annually (every semester, annually, every other year, etc.)

WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only) ☑ Yes ☒ No

WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department) ☒ Yes ☑ No

TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE: ☑ Yes ☒ No

WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department) ☒ Yes ☑ No

TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE: ☑ Yes ☒ No

Course designer(s): Lynn Kirkland Harvey, Linda Pardy

Department Head: Samantha Pattridge

Campus-Wide Consultation (CWC) Date of meeting: n/a

Curriculum Committee chair: Amanda McCormick

Dean/Associate VP: Jacqueline Nolte

Undergraduate Education Committee (UEC) approval Date of meeting: September 27, 2013

Date approved: February 8, 2013

Date approved: September 13, 2013

Date approved: September 13, 2013

Date approved: September 27, 2013
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 reflective of varied and diverse audience need
3. Apply facilitating principles and behaviors to group situations
4. Demonstrate a variety of facilitating techniques and strategies including circle sharing and storytelling
5. Give and 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 of texts for this course might be:]


Bens, I. (2012). Facilitation at a glance!: Your pocket guide to facilitation. Salem, NH. Goal/QPC

SUPPLIES / MATERIALS:

STUDENT EVALUATION:

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

Journal assignments  20%
Simulation exercises  20%
Facilitated group Projects  40%
Self-reflection  20%

COURSE CONTENT:

[Course content varies by instructor. An example of course content might be:]

A. Unit 1: Introduction to Facilitation:
   • “Instructor” vs “Manager” vs “Facilitator”
   • Roles, ethics, and values
   • Current trends and practices

B. Unit 2: Sharing Information
   • Giving and Receiving Feedback
   • Circle Sharing
   • Storytelling
   • Collective Learning
Course Content continued:

C. Unit 3: Group Dynamics: Community and/or Workplace
   • Common Language
   • Controversy
   • Appreciative Inquiry
   • Facilitator self-care and personal awareness

D. Unit 4: Facilitation Framework and Process Tools
   • Listening skills
   • Critical thinking application
   • Developing group trust and participation
   • Problem solving
   • Building consensus

E. Unit 5: Being Neutral
   • Coaching
   • Mentoring
   • Moderating

F. Unit 6: Meeting and Project Management
   • Meeting styles and rules
   • Small group management
   • Project management roles and responsibilities
   • Focus group organization and facilitation
   • Difference between forum, panel, and symposium facilitation

G. Unit 7: Leadership Styles and Trends
   • Authentic Leadership
   • Learning Organization Theory

H. Unit 8: Managing Group Dynamics:
   • Group development
   • Effective teams
   • Conflict management
   • Technology and virtual participation