OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: CMNS 445  
Number of Credits: 4  
Course credit policy (105)

Course Full Title: Facilitating Skills for the Workplace  
Course Short Title: Facilitating for Workplace

Faculty: Faculty of Humanities  
Department (or program if no department): Communications

Calendar Description:
The student will develop and apply approaches to facilitating for diverse group situations and workplace learning communities. Students will develop core competencies for managing learners, teams, groups, and committees. The facilitator provides skills, guides discussions, and encourages the group to reach conclusions. Note: Some public speaking skills are assumed in this course.

Note: Students with credit for ADED 445 cannot take this course for further credit.

Prerequisites (or NONE): CMNS 345, or 45 university-level credits including CMNS 235 or CMNS 280.
Corequisites (if applicable, or NONE):
Pre/corequisites (if applicable, or NONE):

Equivalent Courses (cannot be taken for additional credit)
Former course code/number:
Cross-listed with:
Equivalent course(s): ADED 445
Note: Equivalent course(s) should be included in the calendar description by way of a note that students with credit for the equivalent course(s) cannot take this course for further credit.

Total Hours: 60
Typical structure of instructional hours:

| Lecture hours | 20 |
| Seminars/tutorials/workshops | 40 |
| Laboratory hours |
| Field experience hours |
| Experiential (pacticum, internship, etc.) |
| Online learning activities |
| Other contact hours: |
| Total | 60 |

Transfer Credit
Transfer credit already exists: ☐ Yes ☑ No
Transfer credit requested (OReg to submit to BCCAT): ☐ Yes ☑ No (Note: If yes, fill in transfer credit form)
Resubmit revised outline for articulation: ☐ Yes ☑ No
To find out how this course transfers, see bctransferguide.ca.

Special Topics
Will the course be offered with different topics? ☐ Yes ☑ No
If yes,
Different lettered courses may be taken for credit:
☐ No ☑ Yes, repeat(s) ☐ Yes, no limit

Note: The specific topic will be recorded when offered.

Expected frequency of course offerings (every semester, annually, etc.): Every other year

Maximum enrolment (for information only): 25

Department / Program Head or Director: Samantha Pattridge  
Date approved: October 4, 2013
Campus-Wide Consultation (CWC)  
Date of posting: April 18, 2014
Faculty Council approval  
Date approved: May 9, 2014
Dean/Associate VP: Jacqueline Nolte  
Date approved: May 9, 2014
Undergraduate Education Committee (UEC) approval  
Date of meeting: May 23, 2014
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 needs
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. Articulate self-awareness of personal behaviors that support effective facilitation.

Prior Learning Assessment and Recognition (PLAR)
☐ Yes  ☒ No, PLAR cannot be awarded for this course because 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.

Typical Instructional Methods (guest lecturers, presentations, online instruction, field trips, etc.; may vary at department’s discretion)
Small group discussions, structured feedback, simulated practice, case studies, self-reflection.

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (if more space is required, download supplemental Texts and Resource Materials form)

<table>
<thead>
<tr>
<th>Author Surname, Initials</th>
<th>Title (article, book, journal, etc.)</th>
<th>Current Edition</th>
<th>Publisher</th>
<th>Year Published</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bens, I.</td>
<td>Facilitation at a glance!: Your pocket guide to facilitation</td>
<td>☑</td>
<td>Goal/QPC</td>
<td>2012</td>
</tr>
</tbody>
</table>

Required Additional Supplies and Materials (Eg. Software, hardware, tools, specialized clothing)
N/A

Typical Evaluation Methods and Weighting

<table>
<thead>
<tr>
<th>Final exam:</th>
<th>%</th>
<th>Assignments:</th>
<th>100%</th>
<th>Midterm exam:</th>
<th>%</th>
<th>Practicum:</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes/tests:</td>
<td>%</td>
<td>Lab work:</td>
<td>%</td>
<td>Field experience:</td>
<td>%</td>
<td>Shop work:</td>
<td>%</td>
</tr>
<tr>
<td>Other:</td>
<td>%</td>
<td>Other:</td>
<td>%</td>
<td>Other:</td>
<td>%</td>
<td>Total:</td>
<td>100%</td>
</tr>
</tbody>
</table>

Details (if necessary):
Journal Assignments 20%
Simulation exercises 20%
Facilitated group Projects 40%
Self-reflection 20%

Grading system: Letter Grades: ☑ Credit/No Credit: ☐ Labs to be scheduled independent of lecture hours: Yes ☐ No ☐

Typical Course Content and Topics
Unit 1: Introduction to Facilitation:
• “Instructor” vs “Manager” vs “Facilitator”
• Roles, ethics, and values
• Current trends and practices

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

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

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

Unit 5: Being Neutral
- Coaching
- Mentoring
- Moderating

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

Unit 7: Leadership Styles and Trends
- Authentic Leadership
- Learning Organization Theory

Unit 8: Managing Group Dynamics:
- Group development
- Effective teams
- Conflict management
- Technology and virtual participation

For Administrative Use Only

Department code: CIP Code: Course Level Code:
PDC Code: