

## Certified Workplace Facilitator Program



CONNECTION TECHNOLOGY 裝備未來  
**FUTURE SKILLS**

Facilitation is a set of unique knowledge and skills that can be systematically acquired, practiced, and polished.

This 3-day training program will equip you with the necessary knowledge and hands-on practice opportunities to become a qualified workplace facilitator. You will gain all the foundational knowledge and learn by practicing. This is not a sit-down, lecture style program. You will be ready to start facilitating effectively at work.

Programme code

10016478-02

Date and time

23 – 24 & 30 Nov 2024  
(09:00 – 17:30)

Venue

HKPC Building, 78 Tat Chee Avenue, Kowloon

Medium

Delivered in Cantonese, and materials printed in English.

Course fee

HKD 9,550 / HKD 8,550\*  
 \*Group enrolment of 2 people or above; OR  
 Enrolment on or before  
 8 Nov 2024

### Target Audience

- Managers
- Team Leaders and Supervisors
- Change Leaders
- Project Leaders
- Trainers
- HR, OD, L&D professionals

## Key Takeaway

- Understand the role of a facilitator and the key responsibilities, attributes, and mindset required for effective facilitation.
- Develop and practice essential communication skills as a workplace facilitator.
- Learn techniques for creating a positive environment, establishing trust, managing group dynamics, and promoting inclusivity.
- Acquire the knowledge and skills to design facilitation sessions, including setting objectives, selecting appropriate activities, and creating agendas.
- Explore and apply effective facilitation techniques and tools, with a focus on problem solving, consensus building, and promoting learning for individuals and groups.
- Develop supplementary facilitation skills including facilitating team collaboration, managing conflicts, adapting facilitation to virtual settings, and practicing facilitation through simulated scenarios.

## Course Overview

### Content

#### Foundations of Facilitation

- | Day   | Content   |
|-------|---|
| Day 1 | <ul style="list-style-type: none"> <li>• Introduction and overview</li> <li>• R&amp;R: Understand the key responsibilities, attributes and mindset of an effective facilitator, and how they differ from those of managers and trainers.</li> <li>• Process design: How to plan a facilitation session, determine objectives, select appropriate activities and create agendas.</li> <li>• Create a positive facilitation environment, establish trust and promote inclusivity.</li> <li>• Communication skills: Discuss and practice 4 key communication skills for a facilitator.</li> </ul>  |
| Day 2 | <ul style="list-style-type: none"> <li>• Examine and practice four effective facilitation tools.</li> <li>• Introduce the “Big 3” of facilitation objectives: Problem-solving, Consensus Building, Learning.</li> <li>• Facilitate Problem-solving: Learn how to guide the groups through structured problem solving techniques.</li> <li>• Facilitate Consensus Building: Explore the skills and tools to reach group decisions and build consensus.</li> <li>• Facilitate Learning: Experience and learn how to cultivate learning in individuals and groups through facilitation.</li> </ul> |
| Day 3 | <ul style="list-style-type: none"> <li>• <b>Supplementary Facilitation Skills and Application</b></li> <li>• Facilitate team building and collaboration: Discuss frameworks and tools to foster team cohesion and enhance collaboration.</li> <li>• Deal with difficult situations and conflicts during facilitation.</li> <li>• Virtual facilitation: Address the unique challenges and strategies for facilitating virtual sessions effectively.</li> <li>• Facilitation practices and feedback.</li> <li>• Wrap-up and assessment requirement.</li> </ul>                                    |

#### Facilitate to Meet Objectives



#### Supplementary Facilitation Skills and Application

Sample of “Certified Workplace Facilitator” issued by the Living Giving Enterprises

## Programme Deliverables

- 3 days of professional training
- Detailed workbook and manual
- Sample facilitation outlines
- A deck of proprietary Facilitator Cards
- Workplace Facilitator’s gift pack
- Three 30-minutes individual coaching session with your trainer



## Certificate

Those who completed the program and met the assessment requirements will receive the “Certified Workplace Facilitator” designation issued by the Living Giving Enterprises, LLC. A certificate will also be issued by the Hong Kong Productivity Council to participants with full attendance of training and completion of assessment.

## Trainer

### Brian Tang

Brian Tang is a talent development professional wearing multiple hats. He received his “Journey of Facilitation and Collaboration” and the advanced “Journey Beyond” training from the Living Giving Enterprises in the US. He is a certified facilitator and licensed trainer of the LEGO® SERIOUS PLAY® Method, and a certified facilitator of Six Bricks and Play & Learn methods. He was the first person in the world to train LEGO® SERIOUS PLAY® method facilitators in Chinese, covering Mainland China, Hong Kong SAR and Macau SAR.

Brian has over 10 years of experience in talent development and training specialising in adult learning, vocational learning, blended learning and LEGO® SERIOUS PLAY® method. He is now focusing his effort in promoting “facilitative learning” in the Greater Bay Area. He believes that to tackle the ever-changing business landscape and unprecedented challenges, one must tap into the collective intelligence of the team, and facilitation is a key skill that any manager should possess.



## Enrolment

1. Scan the QR code to complete the enrolment and payment online. OR
2. Mail the crossed cheque with payee name “Hong Kong Productivity Council” (in HK dollar) and the application form should be mailed to HKPC Academy, Hong Kong Productivity Council, 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Ms Casey Tam). Please indicate the course name and course code on the back of the cheque and envelope.

