

# Foundational Facilitation Workshop (FFW)

(Revised 2009 Format)

## For Whom:

Facilitators, Teachers, Trainers, Supervisors, Managers, HRD/ OD Professionals, Change Agents, Team Leaders, Project Leaders, Community Leaders, Therapists, Marketing consultants, Mediators, Quality Consultants, and anyone who works with groups and wants to enhance group effectiveness.

<p><b>Duration:</b> 3 days</p> <p>FFW27: 14-16 Jan'09 (full)          FFW28: 11-13 Feb'09 (full)          FFW29: 18-20 Mar'09 (full)          FFW30: 15-17 Apr'09 (full)          FFW31: 27-29 Apr'09          FFW32: 20-22 May'09          FFW33: 17-19 Jun'09          FFW34: 15-17 Jul'09          FFW35: 19-21 Aug'09          FFW36: 16-18 Sep'09          FFW37: 28-30 Oct'09          FFW38: 11-13 Nov'09</p> <p>Dates and venue subject to change without notice</p>	<p><b>Time:</b> 8:30am to 5:30pm**</p> <p>** The finishing time may delay to 6:30pm - depending on the progress of the workshop</p> <p><b>Venue:</b>          YWCA Fort Canning Lodge          6 Fort Canning Road, Singapore 179494</p> <p>Website: <a href="http://www.ywcafcldodge.org.sg">http://www.ywcafcldodge.org.sg</a></p> <p>Group Process Facilitation is a rapidly expanding worldwide profession that plays a vital role in the workings of business, government and communities across the globe. There is a growing demand for people who can help groups build consensus, maximize participation and move toward action.</p>
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Register on line at: <http://www.fns.sg>

## Course Fees (per participant, including meals, handouts & reference pocket books):

<p><b>IAF Members: S\$1090.00 nett per pax</b>  <i>IAF membership is US\$85 per year for developing countries and US\$175 for high income countries. In East Asia; Brunei, Hong Kong, Japan, South Korea, Macau and Singapore are classified as developed and the rest of Asia as developing.</i>  <i>Singapore members pay the Affiliate rate of USD165 as the local Facilitators Network Singapore (FNS) is affiliated to IAF.</i>          IAF website: <a href="http://www.iaf-world.org">www.iaf-world.org</a></p>	<p><b>Non-IAF member: S\$1190.00 nett per pax</b></p> <p><b>Overseas registrants</b> paying by Bank Draft or TT, please add S\$30 for bank charges in Singapore.</p>
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## Learning Outcomes:

1. Discern the difference between Consulting; Training; Facilitative Training & Group Process Facilitation.
2. Confident in deploying the **FNS 4D Facilitation® Model** in the design and delivery of facilitated interventions.
3. Receive constructive feedback from peers and workshop coaches on the deployment of effective group process facilitation core practices and use of basic facilitation process tools.
4. Aware of Divergent & Convergent process tools for Group Process Facilitators and confident of deploying at least six of the tools immediately.
5. Aware of the Process Design for commonly occurring business situations in commercial/non-commercial context requiring facilitation and confident of designing at least one of them.
6. Confident in using the flip chart and other process facilitation aids effectively.
7. Aware of the IAF Certified Professional Facilitator (CPF) Competencies and Assessment Process.
8. Aware of the IAF Values and Code of Ethics for Facilitators.

## Methodology:

The workshop is extremely hands-on. Participants will have to complete self-assessment questionnaires as pre-work and come prepared for immediate application and practice during the workshop. Some amount of 'homework' will have to be completed on the evenings of day 1 and day 2. Throughout the three days participants will receive extensive feedback from peers and coaching from Certified Professional Facilitators on their performance as a facilitator. **As each day is fully packed with practice and critical learning moments, 'time -away' for meetings and other reasons will not be permitted.**

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## Certificate of Completion:

A Certificate of Completion will be awarded by the Facilitators Network Singapore (FNS).

## Pocket Guide Books:

Each participant will receive a complimentary copy of: “*Facilitation at a Glance!*” by Ingrid Bens and “*Flipchart Graphics*” by Lee Seng Teck.

## Facilitator’s Kit Pack:

Each participant will receive a kit pack with supplies to equip them to be operationally ready after the workshop.

## Facilitators:

The workshop will be facilitated by IAF Certified Professional Facilitators (CPFs) with many years of facilitation, business and organisational experience in the private and public sectors.

## Content for Day 1:

- The FFW Experience
- Core Practices of Facilitators
- Consulting vs. Training vs. Facilitative Training vs. ‘Pure’ Facilitation
- FNS 4D Facilitation® Model
- Divergence & Convergence Tools
- Flip Chart Tips & Techniques
- Mock Facilitation with Intensive Feedback - Practice 1
- Assignments / Reading list for next day

## Content for Day 2:

- Facilitation Skills Competency Assessment
- Update on Practice opportunities and other Specialised Workshops from Facilitators Network Singapore (FNS)
- The International Association of Facilitators (IAF) Certified Professional Facilitator (CPF) assessment process
- Mock Facilitation with Intensive Feedback - Practice 2
- Assignments / Reading list for next day

## Content for Day 3:

- Process Design for commonly occurring commercial/non-commercial situations requiring facilitation
- Mock Facilitation with Intensive Feedback - Practice 3
- IAF Values and Code of Ethics for Facilitators
- Building and maintaining professional knowledge including how to advance facilitation competencies

## Payment by Cheque:

Please make cheque payable to: “**Facilitators Network Singapore Pte Ltd**” and mail it to:

Facilitators Network Singapore Pte Ltd  
10 Anson Road, #03-09 International Plaza, Singapore 079903

## Cancellation and Postponement:

No refund or postponement is permitted but we welcome replacement for the registered participant(s) or an **admin fee / cancellation fee of S\$300 will apply.**

After commencement of program, there will be no refund for non attendance.  
Refund will NOT be given for any part of the package not taken.

FNS reserves the right to cancel or postpone the event due to unforeseen circumstances. Fees paid will be fully refunded in the event of course cancellation by FNS.

Facilitators Network Singapore Pte Ltd (FNS) – Company Regn: 200600307Z

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## Classification of Workshops offered by FNS:

Besides our bi-monthly Facilitators Forums; annual Singapore Facilitators Conferences; and the IAF Asia Facilitator Conferences; the following are workshops that we organize:

### Foundational Facilitation Workshop (FFW)

This workshop introduces the IAF CPF competencies and serves as an entry level workshop for aspiring facilitators.

### Specialized Facilitation Workshop (SFW)

Is a series of independent workshops that focuses on specific IAF CPF competencies for facilitators.

### Facilitation Skills for Professionals (FSP)

Is a series of independent workshops that introduce facilitative practices for leaders, managers, lecturers, trainers, instructors, teachers, parents to enhance their professional effectiveness.

### Premier Facilitation Workshop (PFW)

Is a series of independent workshops that are conducted by established and published masters in the field of facilitation.

### Complementary Development Programs (CDP)

A series of independent workshops to build and maintain a base of professional knowledge in management and organizational systems.

## The Workshop Facilitators:

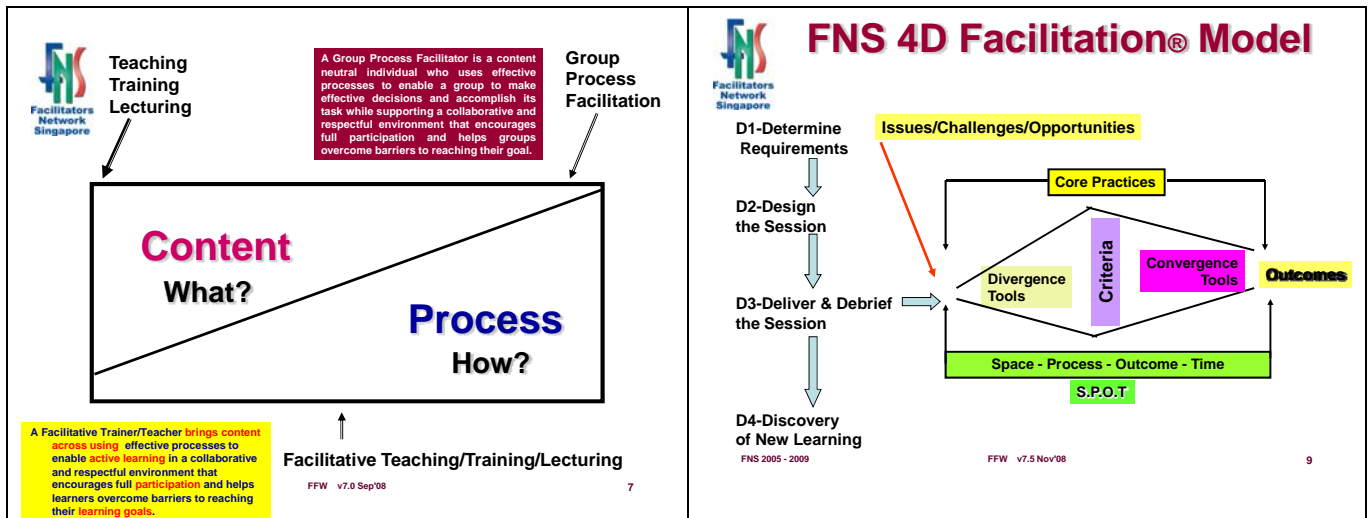
### Ng Choon Seng

Ng Choon Seng has more than 19 years of experience in human resources, training and facilitation in multi-national companies and the government services and is certified in numerous psychometric instruments like MBTI, FiroB, SDI, DISC and many others. He has delivered various leadership, coaching, change management, and facilitation programs for companies and organizations from different industries in South East Asia and countries like Hong Kong, Taiwan, China and India. Choon Seng has facilitated sessions for Members of Parliament, senior SAF and Police officers, principals, teachers and senior leaders in public organizations and directors, managers, supervisors as well engineers, line leaders and production operators for local and multinational companies. Choon Seng is one of the first in Singapore to be an International Association of Facilitators (IAF) Certified Professional Facilitator (CPF) and is the only Singaporean to be certified as an IAF CPF Assessor. He is also the only Singaporean to be certified by the World Institute for Action Learning (WIAL) as a Certified Master Action Learning Coach.

### Prabu K Naidu

Prabu K Naidu's 19 years of MNE experience (1980 – 1999) with Philips, AT&T and Compaq spanned diverse functions in Engineering, Materials, Project Management, TQM, HRD, Managing Change and Supply Chain Re-Engineering - these set the foundation for his current seven years of training, facilitation and consulting work. He holds a Masters in Organisational Behaviour; is a member in various HRD /OD professional bodies from the USA, UK & Singapore; and is certified in six licensed programmes from the USA including being the only Master facilitator in Singapore in the Strengths Deployment Inventory® (SDI). He was the Chairperson of the Human Resources Development Feedback Group in 2005-2006 and is the IAF Asian Regional Representative (2005-2009). He is an IAF Certified Professional Facilitator.

**The Foundational Facilitation Workshop (FFW); conceived & designed in 2005 by the Facilitators Network Singapore (FNS), is delivered & quality assured to very exacting standards, and continuously improved on by FNS.**



## Why Facilitation Skills Are Valued in Today's World

### Doing more with less... in less time

Facilitators help people and organizations determine clear solutions to organizational pressures. Professional facilitators show how to save time and money by engaging diverse groups of people and moving them toward

results. Facilitators excel in their ability to help groups solve problems before they become crises helping everyone to reach goals and realistic solutions. It has been demonstrated that group problem solving processes enable more effective and efficient solutions that are more readily implemented in less time. This needs to address the questions of how it saves time. Many of my clients would say, "My people do what I tell them to do. Why should I involve them in any decision making process?"

### Leadership Demands Flexibility

Professional facilitators support the shift to a participative management style. Facilitators know how to apply specific tools and techniques for project and process management results. They also help meetings and group be more productive. The Facilitator "brings people together." Often people are in the room but do not "get together." Facilitation allows people to be heard. It provides opportunities for participants to build on each other's ideas and experiences. Most often, a well-facilitated meeting allows participants to leave not as a stranger but with a sense of being a part of a group (virtually or actually, as the case may be). This links with socialization, growth, education and communication.

### Connectivity and Diversity

As virtual, diverse and/or cross-functional teams and groups become increasingly common in organizations, facilitators help streamline participative group processes for strategy, plan development and implementation. Facilitation also leverages and builds on existing synergies.

### Desire for Clear Solutions to Communications Problems

How often have you heard an organizational problem labeled as a 'communication problem'? Facilitators help improve communications inside and outside organizations and augment the quality of teamwork, participation and management of diverse groups of stakeholders. They provide the clear channels within individuals as groups to 'make individuals be heard'.

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## What past participants have said about FFW:

*This is one of the best courses I have attended in recent years!*

*The hands-on experience and practical facilitation sessions are awesome.*

*I really appreciate the intensive feedback from peers and coaches that I received during the workshop.*

*This workshop has expedited my professional development many fold – many of my facilitation blind spots were opened up - thank you very much for running this course. I strongly recommend it to anyone who wants to hone their facilitation competencies.*

*I am now very confident to facilitate a group towards a business outcome.*

*Made many friends - the three days really bonds us as we have to work as a team and co-facilitate under compressed time and dynamic simulated situations.*

*I have been inspired to go for my professional facilitator certification!*

*I just conducted my first workshop for relief teachers yesterday. There were 42 participants. Guess what? When you let the participants talk and share their ideas, they said they enjoyed the session and learnt a lot actually from each other.*