



Certificate Program in Professional Facilitation

The Certificate Program in Professional Facilitation is a year-long process that involves three face-to-face modules of three days each, with assignments and virtual sessions between Modules 1 and 2. Module 1 is open to all and is required in order to participate in the rest of the program. For information about upcoming trainings, please consult our calendar at www.iifac.org. If you would like to explore the possibility of offering this program as an in-house training for your organization or team, write us at training@iifac.org.



Module 1 Leading Effective Meetings

Defining the role of the process facilitator · Conversations you need to have before the meeting · Agenda design · Room set up · Ground rules · Flip charts, markers and masking tape · Time management · Reducing social distance · Dealing with challenging participants · Defining outcomes · Balancing participation · Speaking and listening · Personal authenticity · Values and ethics

At the end of this module, you will have a clear idea of what it takes to improve efficiency, stimulate creativity, and increase satisfaction in “everyday” meetings at work or in your community...You will be equipped with checklists and templates to guide your next steps AND you will have a personalized road map for to continuing to build your facilitation skills.

After your next facilitation, people may say
I can't believe that we actually got something done in the meeting AND ended on time!



Module 2 Dealing with strong emotions, conflict and decision-making

Clear contracting · Power dynamics · Anticipating conflict – and what to do when it catches you by surprise · Transforming polarized debate into productive dialog · Handling personal attacks and your own insecurities · How to structure a decision-making process that generates the needed level of commitment

At the end of this module, you will have a deeper understanding of how to cope with low trust/high conflict situations, implement techniques that promote communication and collaboration and support effective decision-making processes ...You will leave with some specific strategies to use with groups you are working with AND you will have identified some aspects of your own response to conflict and high emotions to work on.

After your next facilitation, people may say
Things got intense for a while, but you held the space so that mutual understanding could occur



Module 3 Techniques for complex and/or specialized situations

Helping clients recognize the degree of complexity with which they are dealing and proposing processes that match the situation · Techniques for large groups, forums and conferences · The challenges of facilitating virtual teams · Adding value to organizational change processes

At the end of this module, you will have a broader range of tools from which to choose when faced with situations that call for more than “simple” meeting facilitation. (By this time you will also know why no meeting should be assumed to be “simple.”) You will be able to discern when the client's needs surpass your level of experience and where to look for additional resources.

You belong to an international community of professional facilitators and you will say:
I received my certification from IIFAC!



After modules 1 and 2, you will engage in on-going learning activities such as:

- Rereading the materials, class notes and other assigned texts
- Facilitating and documenting one or more meetings
- Observing and documenting the facilitation of others
- Joining a facilitation listserv (suggestions will be provided)
- Participating in virtual classes led by the course instructors

The International Institute for Facilitation and Change helps groups become more effective by improving their capacity to collaborate, resolve conflicts and make good decisions.

Specialists in participatory processes, we create the conditions that help people learn, think together and find solutions to the challenges they face.

Based in Mexico, IIFAC has offered consulting, training and facilitation services in the Americas, Africa, Asia and Europe since 2002. Please contact us to discuss how we can help your organization transform persistent problems into opportunities for positive change. www.iifac.org

**For more information, contact IIFAC director,
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