

Programme overview

As we move away from the 'command and control' way of working, and are driven by the need to work in a more collaborative way, facilitation skills are becoming increasingly important for managers of all disciplines.

For project managers, facilitation is critical for getting decisions made and drawing out the best from the skills and knowledge of the group.

A good facilitator will make progress easier by skilfully enabling a smoother process for interactions that lead to quality decisions, and greater buy-in and commitment. This increases the group's productivity, resolves issues earlier and improves the delivery of organisational goals.

This new qualification, from APMG-International, provides knowledge and understanding of the Process Iceberg® methodology, a robust framework to enable specialists and managers to facilitate effectively.



Course structure

Foundation

3 days

Foundation and Practitioner

5 days



In-company course
Virtual classroom or
Onsite classroom

Training to meet
your specific needs
either over
consecutive days or
split into modules

What you will gain

This APMG accredited course has been designed to complement all other professional qualifications by enabling you to learn skills that help to produce results faster and more effectively.

Foundation level

Certification at Foundation level will confirm that a candidate has the knowledge and understanding to apply the Process Iceberg® Facilitation Methodology in events, workshops and meetings in the context of projects, business analysis, change, operational effectiveness and business process improvement.

Practitioner level

Certification at Practitioner level will confirm that a candidate has achieved an understanding of how to apply and tailor facilitation principles in a variety of situations using a wide range of models, tools and techniques.

By the end of this course you'll be able to

- Make your team activities more productive
- Improve your management of project stakeholder interactions
- Access a variety of models that build confidence and new skills
- Inspire your teams with creative thinking models
- Understand the theory and practice behind the Process Iceberg® methodology

Gaining the qualification

This course is delivered as a highly interactive workshop and includes both the Foundation and Practitioner exams.

Foundation Examination

- 40 minutes multiple-choice paper
- Closed book (i.e. no other material is allowed in the classroom)
- A total of 50 questions, with a pass mark of 50%

Practitioner Examination

- 2.5 hour exam
- A total of 8 questions, with 10 marks available per question
- 40 marks or more required to pass (out of 80 available) – 50%
- Open book exam (Facilitation book and manual only)

Duration

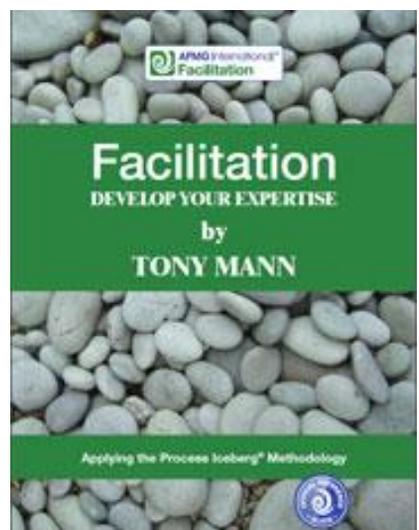
Foundation level only: 3 days

3 days covers the main syllabus, with the exam on the afternoon of the third day.

Full course - Foundation & Practitioner level: 5 days

This covers the main syllabus and the exam to certify candidates at the Practitioner level.

The syllabus is based on the reference text Facilitation, Develop Your Expertise by Tony Mann.



Who should attend?

This certification is relevant to all areas of business and industry where people come together to tackle issues, resolve problems and develop effective solutions. The course will benefit anyone with a role in project and change management, or organisational development, including:

- Project and programme managers and team leaders
- Project and programme support staff (e.g. portfolio, programme and project office staff)
- Business change managers and leaders
- Change initiators (e.g. strategic planners and policy leads)
- Delivery managers
- Business analysts
- Agile project team members and SCRUM Masters
- Line managers

Course benefits

For individuals - Individuals taking the course will learn the skills needed to become an effective facilitator, capable of stepping into a wide variety of situations. They will learn a broad range of practical tools and techniques, which can help groups to handle uncertainty, solve problems and develop answers to key questions.

For organisations - Learning best practice facilitation methods will help organisations tackle difficult challenges, delivering timely and robust solutions in an effective way. Skilled facilitators will be better able to involve stakeholders at all levels, implementing change through effective collaboration techniques. They will generate a common language, which improves communication and understanding not only within the teams, but throughout the organisation.

Training to meet your specific needs



In-company training

In-company training means we can reference your current processes, specific terminology and project management frameworks, throughout the course. This makes it easier for people to identify how best to apply the theory and concepts in the most effective and beneficial way. It also means your teams can work with 'live' project examples during course activities to develop useful outputs, making the programme even more relevant and effective. In-company training:

- Offers you the convenience of choosing when and where the training takes place
- Allows your teams to work with their actual project examples, discuss their specific challenges and find solutions together
- We get to know your ways of working and methods, before the course begins
- Post-course support includes follow-ups to review progress

Why choose ChangeQuest?

The course has been designed with you 'the learner' in mind and not the course syllabus to be covered. We specialise in using innovative learning techniques to suit different learning styles and create an environment which will challenge you whilst keeping it enjoyable and fun. Our focus is on your issues, making the course highly relevant and practical, so you get greater value for your investment.

We're highly trained in project management, change management, neuro linguistic programming (NLP) and facilitation skills, and share this rich mix of experience with you to help make your experience unique and inspirational. We don't just talk about theory, we 'walk the talk'. With over 20 years' business experience, we have repeatedly demonstrated how applying these tools and techniques can help achieve outstanding results.

Full support is provided, before, during and after the course, so that you get the best possible results from your ChangeQuest training.

What others have said about the course

"Mix of theory and practice was excellent, as was the level of the trainer"

TRANSFORMATION MANAGER

"Came away with exactly what I wanted – a comprehensive tool set to tailor to different situations. Trainer was excellent, her knowledge and support is invaluable "

PROGRAMME MANAGER

"I really appreciate that the trainer was keen on ensuring we understood the concepts, not just to pass the exams, but as a skill that we can use and apply in our work"

OFFICE MANAGER

"The trainer was very good at facilitating and knowledgeable of the subject matter"

CORPORATE SERVICES MANAGER



More testimonials can be seen on our website [here](#)

Contact us to discuss your specific requirements, and together we will find the solution that is perfectly suited to your needs.

Call on **+44 (0)1276 34480** or email info@changequest.co.uk