

## Facilitator Training Course (FTC)

**COURSE NUMBER**     **FAA01523**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7154

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### DESCRIPTION AND LEARNING STRATEGY

This course is intended for those employees who have or are expected to have responsibilities as facilitators in the Agency. Methodologies in the course are a combination of theory presentation, large group discussion, and skill practice. Students are given several opportunities to apply their learning as facilitators. They will give and receive feedback with other participants and instructors.

### OBJECTIVES

- Manage group processes towards the desired outcome.
- Implement and reinforce the use of operating guidelines.
- Utilize group memory techniques.
- Develop strategies for moving groups through the stages of group development.
- Utilize effective intervention techniques.
- Participate in bringing a discussion to productive conclusion.
- Develop methods to reduce individual stress reactions associated with facilitation.
- Identify effective preparation strategies for facilitating.

### KEY COMPETENCIES

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|-------------------------------------|---|
| • Agility                           | • Developing Talent                     |
| • Building Teamwork and Cooperation | • Interpersonal Relations and Influence |
| • Building a Model EEO Program      | • Problem Solving                       |
| • Communication                     |   |

### CLASS SIZE

18 participants

### LENGTH

4½ days  
 (Monday, 8:00 a.m. –  
 Friday, 12:00 noon)  
 36 hours

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Individuals responsible for facilitating meetings including, but not limited to, those associated with Quality Programs

### ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Inquiry, Influence &  
 Implications  
 (FAA01249)