Advanced Facilitation Skills for Corporate Trainers Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HR1848_260855

Course Introduction / Overview:

This intensive program is designed to elevate experienced professionals from presenters to true facilitators of learning. In today's dynamic corporate landscape, the ability to deliver engaging, impactful, and memorable training is paramount. This course moves beyond basic presentation skills to explore the art and science of advanced facilitation, focusing on creating interactive and participant-centered learning environments. Drawing upon the foundational principles of andragogy, as pioneered by the influential educator Malcolm Knowles, we delve into how adults learn best and how to design training that resonates deeply and drives behavioral change. Participants will explore concepts from seminal works like "The Adult Learner" to understand the core motivations and needs of their audience. BIG BEN Training Center has meticulously structured this curriculum to provide a comprehensive toolkit for managing group dynamics, fostering psychological safety, and handling challenging situations with confidence and professionalism. This is not just a course on how to train; it is a transformative experience designed to empower trainers to create learning that sticks, fostering a culture of continuous development within their organizations and maximizing the return on training investment.

Target Audience / This training course is suitable for:

- Corporate Trainers and Instructors.
- Human Resources Professionals.
- Learning and Development (L&D) Specialists.
- Subject Matter Experts (SMEs) tasked with training responsibilities.
- Team Leaders and Department Managers.
- Organizational Development Consultants.
- Anyone responsible for designing and delivering internal training programs.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Consulting and Professional Services.
- Retail and Customer Service.
- Government, Public Sector, and Non-Profit Organizations.
- Hospitality and Tourism.

Target Organizations Departments:

- Human Resources.
- Learning and Development.
- Training and Development.
- Talent Management.
- Sales and Business Development.
- Customer Support and Service.
- Operations and Production.
- Information Technology.

Course Offerings:

By the end of this course, the participants will have able to:

- Master the core principles of adult learning theory and apply them to training design.
- Design and structure highly interactive and engaging training sessions.
- Employ a wide range of advanced facilitation techniques to manage group energy.
- Confidently handle difficult participants and challenging classroom dynamics.
- Utilize powerful questioning and active listening skills to foster deep learning.
- Develop compelling training materials and visual aids that enhance comprehension.
- Evaluate the effectiveness of training programs using established industry models.
- Adapt facilitation styles for virtual, in-person, and hybrid learning environments.
- Provide constructive and impactful feedback to learners.
- Create an inclusive and psychologically safe learning environment for all participants.

Course Methodology:

The training methodology at BIG BEN Training Center is grounded in the principle of experiential learning, ensuring that participants learn by doing. This course is highly interactive and practical, moving away from traditional lecture-based formats. A significant portion of the program is dedicated to hands-on activities, including micro-teaching sessions where participants design and deliver short training modules. These sessions are video-recorded to provide a powerful tool for self-assessment and peer review. Participants will receive detailed, constructive feedback from both the course facilitator and their peers in a supportive environment. The methodology incorporates a blend of case studies based on real-world corporate challenges, interactive group discussions, role-playing scenarios to practice handling difficult situations, and collaborative problem-solving exercises. We utilize a variety of facilitation tools and techniques throughout the course, allowing participants to experience them as learners before applying them as facilitators. This immersive approach ensures that participants not only understand the theories but also build the practical skills and confidence needed to apply them effectively in their own professional contexts immediately upon returning to the workplace.

Course Agenda (Course Units):

Unit One Foundations of Modern Corporate Training

- The evolution from traditional training to modern facilitation.
- Understanding adult learning principles (Andragogy).
- Applying the ADDIE model for instructional design.
- Conducting an effective training needs analysis (TNA).
- Writing clear and measurable learning objectives.
- Understanding different learning styles and preferences.
- Creating a positive and inclusive learning climate from the start.

Unit Two Core Facilitation and Communication Skills

- The facilitator's role in managing process, content, and participation.
- Mastering active listening and powerful questioning techniques.
- Effective verbal and non-verbal communication skills.
- Building rapport and credibility with any audience.
- The art of storytelling in a training context.
- Using visual aids and multimedia effectively.
- Giving and receiving constructive feedback.

Unit Three Advanced Facilitation and Engagement Strategies

- Techniques for managing group dynamics and energy levels.
- Designing and leading experiential learning activities.
- Facilitating effective brainstorming and problem-solving sessions.
- Strategies for handling difficult questions and challenging participants.
- Managing conflict and disagreement within a group.
- Encouraging participation from quiet or hesitant learners.
- Using creative tools and methods to maintain engagement.

Unit Four Designing and Delivering Impactful Content

- Structuring a training session for maximum impact and retention.
- Developing compelling and professional training materials.
- Integrating technology and digital tools into training delivery.
- Adapting content and delivery for diverse audiences.
- Practice delivery sessions with peer and facilitator feedback.
- Techniques for summarizing key learning points effectively.
- Closing a training session to inspire action and application.

Unit Five Evaluation, Virtual Delivery, and Continuous Growth

- Applying Kirkpatrick's Four Levels of Training Evaluation.
- Designing effective pre-course and post-course assessments.
- Calculating the Return on Investment (ROI) of training.
- Adapting facilitation skills for the virtual classroom.
- Best practices for engaging learners in a hybrid environment.
- Developing a personal action plan for continuous improvement.
- Resources and networks for ongoing professional development as a trainer.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a facilitator balance the structured delivery of essential content with the emergent, dynamic needs of a diverse group of adult learners in real-time?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond theoretical knowledge to focus intensely on practical application and behavioral transformation. While many programs teach the "what" of training, we concentrate on the "how," equipping participants with the nuanced skills of a master facilitator. The curriculum is built around real-world corporate scenarios, ensuring that the challenges addressed—from managing disruptive participants to adapting content on the fly—are directly relevant to the modern workplace. A core feature is the extensive use of video-recorded micro-teaching sessions, which provide an unparalleled opportunity for self-reflection and personalized, in-depth feedback from seasoned instructors. This focus on practice and individualized coaching accelerates skill development significantly. Furthermore, the course delves into the psychology of group dynamics and creating psychological safety, a critical element often overlooked in standard training programs. We emphasize the transition from a content-delivering "sage on the stage" to a learning-enabling "guide on the side," fostering a deep, strategic understanding of facilitation that empowers participants to create truly transformative learning experiences rather than just delivering information.