Advanced Facilitation Skills for Senior Trainers Training Course



02 - 06 Nov 2026

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

This course is meticulously designed for experienced trainers and learning professionals seeking to transcend traditional instruction and evolve into master facilitators. In today's dynamic corporate landscape, the role of a trainer has shifted from a content expert to a strategic partner who guides groups toward collaborative discovery and impactful business outcomes. This program delves deep into the art and science of advanced facilitation, moving beyond basic techniques to explore complex group dynamics, sophisticated process design, and the psychology of adult learning. Drawing upon the foundational principles of andragogy, as pioneered by Malcolm Knowles, we explore how to create truly learner-centric experiences that foster engagement and drive performance. Participants will learn to navigate challenging conversations, manage diverse participant personalities, and adapt their style for virtual, hybrid, and in-person environments. At BIG BEN Training Center, we believe that exceptional facilitation is a cornerstone of organizational development, a concept thoroughly explored in works like Michael Wilkinson's "The Secrets of Facilitation". This training course provides a comprehensive framework for designing and delivering high-impact sessions that not only transfer knowledge but also transform thinking and behavior, ensuring that learning is directly linked to strategic organizational objectives.

Target Audience / This training course is suitable for:

- Senior Corporate Trainers.
- Learning and Development Managers.
- Organizational Development Specialists.
- HR Business Partners.
- Instructional Designers with facilitation responsibilities.
- Team Leaders and Department Heads.
- Independent Consultants and Coaches.
- Project Managers who lead collaborative teams.

Target Sectors and Industries:

- Technology and Information Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Management Consulting and Professional Services.
- Manufacturing and Engineering.
- Telecommunications.
- Retail and Consumer Goods.
- Governmental agencies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources.
- Learning and Development.
- Sales and Business Development.
- Operations and Production.
- Project Management Office (PMO).
- Leadership and Executive Teams.
- Customer Service and Support.
- Information Technology.

Course Offerings:

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

- Design and execute complex facilitation processes for strategic planning and problem-solving sessions.
- Master advanced questioning and listening techniques to deepen participant insight and engagement.
- Effectively manage difficult group dynamics, including conflict resolution and challenging participants.
- Apply principles of adult learning and neuroscience to create more impactful learning experiences.
- Adapt facilitation styles and tools for virtual, in-person, and hybrid training environments.
- Facilitate high-stakes meetings with senior leadership and diverse stakeholder groups.
- Measure the impact of facilitated sessions using models like Kirkpatrick's Four Levels.
- Develop a personal action plan for continuous improvement as a strategic facilitator.
- Align facilitation efforts directly with key business objectives and organizational goals.

Course Methodology:

The training methodology for this course at BIG BEN Training Center is deeply experiential and participant-centered, designed to model the very facilitation skills being taught. We move beyond theoretical lectures to create a dynamic learning laboratory where participants actively practice, receive feedback, and refine their techniques in a safe and supportive environment. The program is built on a foundation of practical application, featuring extensive use of role-playing scenarios that simulate real-world corporate challenges, from facilitating a contentious team meeting to guiding a strategic offsite. Participants will engage in peer-to-peer coaching, small group work, and interactive case study analysis. A significant component involves video-recorded practice sessions, allowing for detailed self-assessment and constructive feedback from both the instructor and peers. We emphasize reflective practice, encouraging participants to connect course concepts to their own professional contexts. This hands-on, immersive approach ensures that learning is not just absorbed but integrated, empowering senior trainers to confidently apply advanced facilitation strategies immediately upon returning to their organizations and drive tangible results.

Course Agenda (Course Units):

Unit One: The Strategic Facilitator's Mindset

- The evolution from trainer to strategic facilitator.
- Applying advanced adult learning principles (Andragogy and Heutagogy).
- The neuroscience of engagement and learning.
- Aligning facilitation with organizational strategy and business outcomes.
- Conducting a sophisticated needs analysis for facilitated sessions.
- Establishing psychological safety and a powerful learning environment.
- Defining your personal facilitation philosophy and style.

Unit Two: Advanced Process Design and Group Dynamics

- Designing complex, multi-part facilitated interventions.
- Mastering process tools for ideation, prioritization, and decision-making.
- Diagnosing and navigating the stages of group development.
- Advanced techniques for managing conflict and dissent within a group.
- Working with power dynamics and hierarchy in the room.
- Leveraging diversity of thought for creative problem-solving.
- Designing for inclusion and equity in group processes.

Unit Three: Mastering Core Facilitation Techniques

- The art of powerful, provocative questioning.
- Deep listening and synthesizing complex group contributions.
- Using storytelling and metaphor to create meaning and impact.
- Advanced graphic facilitation and visual thinking techniques.
- Managing group energy and pacing for sustained engagement.
- Interventions for unblocking stuck groups and redirecting conversations.
- Giving and receiving feedback as a facilitator.

Unit Four: Facilitating in Complex and Virtual Environments

- Mastering virtual facilitation tools and engagement strategies.
- Designing and leading effective hybrid meetings and workshops.
- Co-facilitation strategies for complex or large-group interventions.
- Facilitating high-stakes sessions with senior leadership teams.
- Techniques for navigating emotionally charged topics and difficult conversations.
- Cultural competence and facilitating diverse, global teams.
- Adapting facilitation approaches for different organizational cultures.

Unit Five: Measuring Impact and Sustaining Momentum

- Applying Kirkpatrick's Four-Level Training Evaluation Model to facilitation.
- Designing for learning transfer and post-session application.
- Techniques for capturing and documenting group work and decisions.
- Guiding groups to create actionable plans and accountability structures.
- Developing your personal brand as a strategic facilitator.
- Building a community of practice for continuous learning.
- Creating a personal development plan for ongoing skill enhancement.

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 need for a structured agenda with the emergent, often unpredictable, needs of a senior leadership group during a high-stakes strategy session?

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

This course distinguishes itself by focusing on the strategic and psychological depth required of a senior facilitator, moving far beyond a simple toolkit of activities. While other programs may teach "what" to do, we concentrate on the "why" and "how," grounded in established theories of adult learning, group dynamics, and organizational development. The curriculum is specifically designed for experienced professionals, addressing the nuanced challenges they face, such as facilitating high-stakes meetings with executives, navigating complex political landscapes, and linking facilitation directly to measurable business impact. A core differentiator is our emphasis on developing the facilitator's presence and self-awareness—the ability to read the room, manage one's own biases, and intervene with confidence and precision. Rather than just providing templates, we cultivate an adaptive mindset that allows participants to design bespoke processes for any situation. The inclusion of video-recorded feedback sessions provides a rare and powerful opportunity for participants to see themselves in action and receive targeted, constructive coaching, ensuring a profound and lasting improvement in their facilitation mastery.