



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Techniques for Engaging & Guiding Teams



8 Hours



In-Class

Center of **Excellence** and **Knowledge Hub**

www.ebi.gov.eg

Course Description:

Unlock the secrets to exceptional group facilitation with “The Techniques for Engaging & Guiding Teams”. This comprehensive training program is designed for professionals who want to enhance their ability to lead, engage, and guide teams through productive and collaborative sessions.

Target Audience:

New Managers & Team Leaders.

Course Objectives:

By the end of the course, participants will be able to:

- Define Facilitation and the Role of a Facilitator
- Distinguish Between Process and Content
- Develop Effective Planning and Preparation Techniques
- Apply Tuckman and Jensen’s Model of Team Development
- Facilitate Consensus Building
- Guide Groups to Effective Decision-Making
- Manage Difficult Group Dynamics
- Implement Effective Intervention Techniques

Course Outlines:

Module One: Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

Module Two: Process vs. Content

- About Process
- About Content
- A Facilitator’s Focus

Module Three: Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Module Four: Tuckman and Jensen’s Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

Module Five: Building Consensus

- Encouraging Participation

- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

Module Six: Reaching a Decision Point

- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

Module Seven: Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own
- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Module Eight: About Intervention

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention
- Using Your Processes
- Boomerang it Back
- ICE It: Identity, check for agreement, evaluate how to Resolve

Course Duration:

1 Day - 8 hours
09:00 AM – 5:00 PM

Delivery Method:

In-class

Assessment Strategy:

Participation
Group Exercise
60 % Cut of a score of total grades which is "100"

Course Language:

Material: English
Instruction and Explanation: Bilingual (AR<>EN)

Prerequisites:

None

HOTLINE
15200
One number to better serve you!

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