A 10% group discount will apply to organisations placing a simultaneous booking for 2 or more registrants. Please click here for general course information and IIA SA Terms and Conditions. Delegates are also requested to review the content and the levels of the courses presented before booking, to ensure they are attending the right course.

**ART OF FACILITATION (FACIL) (SPECIALIST COURSE)**

**DURATION: 3 DAYS | CPD HOURS: 24**

Delegates considering attending this course should have completed the Introduction to Control Self-assessment or have a solid understanding of CSA.

**CANDIDATES WILL NEED TO:**

- Understand the important role control self-assessment (CSA) workshops play in the CSA process.
- Identify the key skills necessary for a successful CSA facilitator.
- Recognize behaviour that can disrupt a CSA workshop and learn how the facilitator should deal with such behaviour.
- Understand the concept of group dynamics and group development.
- Understand the group decision making process.
- Gain feedback from peers and instructors on facilitating a work session.
- Develop the micro skills of observing, listening, reflecting and empathy.

Participants are required to participate in presentations and practice CSA workshop facilitation techniques during this seminar. This course satisfies the facilitation requirement for Certification in Control Self-Assessment (CCSA).

**Class Format:** Group discussions, case studies, practical exercises, facilitator presentations, skill practices, self-assessments, feedback from the facilitator, individual coaching and feedback sessions

**COURSE OUTLINE:**

**The Facilitator role**
- What is a facilitator
- Myths about facilitation
- Results of facilitation
- Tasks of a facilitator

**Dynamics of Facilitation**
- Understanding roles that people play in a group
- Participating on a non-content basis
- Defining process so as to manage groups effectively
- Identification of surface and hidden agendas
- Intervening as facilitator on a process level
- Understanding and managing the group development stages so as to bring a group to a state of performance
- Utilising facilitation techniques to balance contributions, motivate participants and develop group cohesion

**Preparing for a CSA Workshop**
- Contracting steps necessary for preparing for a workshop session:
  - Attending to the business request
  - Thorough preparation for the workshop
  - Contracting workshop objectives
  - Selecting workshop participants
  - Development of a facilitator framework to guide one through the session
  - Evaluation of the session

**Group Decision Making**
- Practical skills in facilitating a session
- Understanding the importance of addressing the issue and obtaining buy in from workshop participants
- Advantages and disadvantages of the seven common decision making types
- Understanding the theoretical concept of consensus decision making and the practical limitations of this within a workshop setting

**Problem Solving Technique**
- Learning about the storyboard technique as problem solving tool
- Understanding the various stages of problem solving
- Utilising the left and right hemisphere of the brain according to the phases of problem solving
- Application of the problem solving model

**The Art of Facilitation**
- Generic vs. CSA Facilitator responsibilities

**LIMITED SPACE**

**BEHAVIOURAL SKILLS**
ART OF FACILITATION (FACIL) (SPECIALIST COURSE)

- Appreciating and understanding the difference between presenting and facilitating
- Traits of an effective facilitator as per the FIRO-B instrument
- Understanding the seven ‘helpful responses’ that don’t work
- Learning about the true art of helping others to help themselves when facilitating according to the helping model

Establishing the right climate for workshops
- Reading unspoken messages from participants
- How to be attentive
- What constitutes effective questioning
- Establishing a climate for participation
- The personality parade — handling different types of behaviour

Hands-on CSA Workshop
- Experiential learning on running a typical workshop
- Contracting a typical work session
- Observing group behaviour
- Keeping the group on track to the workshop objective
- Refining your questioning techniques
- Recording data from the work session

Audit Tools and Readings
- Checklist for running a workshop
- Checklist: What to consider when selecting the first workshop and participants
- Articles on CSA best practices
- Control framework samples

WHO SHOULD ATTEND?

Level 2
Internal auditors who are already practicing internal audit and have a basic understanding of the subject

Level 3
Supervisory/competent/senior internal auditors: those who already have a sound, practical grasp of the fundamentals of internal auditing and manage staff

Level 4
For advanced internal auditors: Auditors with excellent understanding of topics being presented, who are interested in exchanging knowledge with instructors and other participants

METHODOLOGY

Towards attaining the abovementioned course content and outcome it is proposed that a three day training intervention is considered for each module. The training methodology ensures theoretical and practical exposure to the modules. For example participants will each have an opportunity to facilitate a ‘typical’ work session, and/or play out one of the conflict management roles i.e. initiator, responder, mediator. Feedback is provided to the participants through the use of group observations, trainer feedback and video feedback, against structured and definable dimensions for each of the modules.