# Advanced Training Course on Moderation/Facilitation Skills
### December 2- 6, 2002, Lalitpur, Nepal

## COURSE DESIGN

### I.    Introduction

Many local government policy makers have realized that local government is one of many actors involved in governing the city and that effective public participation and partnerships with the private sector and civil society are extremely important if local governments are to ensure that necessary services are delivered and public interest is protected.  Developing these partnerships and promoting effective participation requires moderation and facilitation skills that local government officials do not have.  To provide these skills to local government officials, local government trainers need to update and enhance their own skills.  This need was acknowledged by LOGOTRI members at the Second General Council Meeting held in February 2002 in New Delhi, where they approved the Advanced Training Course on Moderation Skills as one of the activities for the 2002 LOGOTRI work programme.

In recent years, Moderation/Facilitation Skills has become significant in local governance and urban management and development.  There is also an increasing interest on the use of Moderation/Facilitation Skills in this field.  The training on moderation provides conceptual clarity and skills for managing various groups.  It enables participants to involve the community in a more participatory manner in the development process.  Most of the LOGOTRI member countries have tried the basic tools of moderation/facilitation skills.  Further, they have expressed desire to enhance the knowledge and skills of their trainers in advance moderation techniques.  With a view to meeting this need, LDTA and LOGOTRI jointly prepared this training course.  As we know, LOGOTRI is dedicated to promote effective and efficient local government organizations through training research and consultancy services.  Similarly, LDTA is established as a national institute to enhance management capabilities of local authorities.  So LDTA has proposed to lead this programme in partnership with the National Institute of Public Administration (INTAN), Malaysia; Centre for Local Government, University of Technology-Sydney (CLG-UTS); and the Local Government Academy (LGA), Philippines.

## II. Course Goal

The main goal of this training course is to enhance the capability of the participants in moderation and facilitation skills.

## III. Learning Objectives

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

- Explain the importance of teams and team building;
- Identify tools and techniques of effective team building and practice those tools and techniques;
- Define public participation and apply techniques for managing public participation;
- Explain the concepts of moderation/facilitation;
- Identify different tools and techniques of effective moderation and practice those tools and techniques;
- Determine a conflict situation and apply techniques for managing conflicts;
- Use different skills for effective interpersonal communication.

## IV. Contents

**Theme – 1: Warming Up**
- Opening Ceremonies
- Introduction of Participants and Facilitators/Trainers
- Leveling of Expectations and Rapid Training Needs Assessment
- Course Overview
- Administrative Rules

**Theme - 2: Ice Breaking and Building a Learning Community**
- Team Building
- Stages of Group Development
- Values and Norms in Team Building
- TORI and Group Change

**Theme – 3: Facilitation Skills for Public Participation**
- What is Public Participation
- Why Have Public Participation
- Types of Public Participation
- Planning the Process
- Stakeholders Analysis-Vital Planning Before You Start
- Recording Techniques

**Theme 4: Facilitation Techniques**
- Using a "Creative Cycle" for Public Participation
- Six Basic Group Needs
- A Word About Process

**Theme 5: Personal Leadership To Creating a Leadership Difference**
- Personal Mastery
- Team-Centered Leadership
- Leadership Styles
- Giving and Receiving Feedback

**Theme 6: Conflict Management and Resolution Towards Successful Collaborative Negotiation**
- Conflict Reduction Strategies
- Strategies for Changing From Competition to Collaboration
- Strategic Negotiations
- Implementing Agreements

**Theme 7: Effective Communication and Presentation Skills**
- Barriers and Gateways to Communication
- The Use of Questions
- Johari Window
- Tips on Talking
- Questioning Skills

## V.  Training Approach and Methodology

Trainers centered participatory approach will be followed throughout the training course.  During the sessions each participant will be actively involved in learning activities.  It will be based on key concepts of adult learning principles and experiential learning model.  Visualisation techniques and the following participatory training methods will be used to the delivery of the sessions

- Lecturette
- Brainstorming
- Focused Conversation
- Small Group Exercises
- Simulation/Role Play
- Visualisation Techniques
- Case Studies

## VI. Training Evaluation

Different methods of evaluation will be utilized to assess the learning of participants at different time intervals of the course. At the end of the course, a final evaluation will be conducted to get the overall reaction and feedback of the participants on the different aspects of the training course.

## VII. Expected Outcome

Twenty-five trainers from different member institutions of LOGOTRI are targeted to be trained in effective moderation skill. After the training course, the participants will be competent in moderation skills and will also be able to work as moderatos/facilitators in their respective institutions.

## VIII. Organization

The training course is being jointly organized by the United Nations Economic and Social Commission for Asia and the Pacific (LOGOTRI), the Network of Local Government Training and Research Institutes in Asia and the Pacific (LOGOTRI); Local Development Training Academy (LDTA); National Institute of Public Administration (INTAN), Malaysia; Centre for Local Government, University of Technology-Sydney (CLG-UTS), Australia; and the Local Government Academy (LGA), Philippines. The training course is hosted by LDTA. UNESCAP/LOGOTRI and LDTA are providing funding for the training course.

## IX. Target Participants

This course is designed for the trainers of member institutions of LOGOTRI, who are willing to acquire advanced skills on moderation and facilitation. Altogether, 25 senior trainers are expected to participate in the training from LOGOTRI member institutes and local institutions as well.

## X. Resource Persons

The resource persons for the training course are seasoned trainers and experts on moderation and facilitation. They are Ms. Lee Meng Foon of the National Institute of Public Administration (INTAN), Malaysia; Mr. Robert Mellor of the Centre for Local Government, University of Technology-Sydney (CLG-UTS), Australia and Ms. Marivel C. Sacendoncillo of the Local Government Academy (LGA), Philippines.

**XI.    Working Language**

The working language of the training course will be English.  No interpretation will be provided.

**XII.    Venue and Date**

The training course will be held at Hotel Narayani in Lalitpur, Nepal from December 2-6, 2002.

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