



# **Group Facilitation and Group Psychology Skills Course**

28 December 2026 – 1 January 2027  
Milan



## Group Facilitation and Group Psychology Skills Course

**Ref:** 965\_173588 **Date:** 28 December 2026 – 1 January 2027 **Location:** Milan **Fees:** 5700 Euro

### Overview

Group Facilitation and Group Psychology Skills Course is a 1-week course for facilitators, team leaders, trainers, project managers, and professionals leading group discussions who leave with a Group Facilitation Plan. Participants connect group dynamics, psychological safety, participation, bias, conflict, decision-making, difficult behaviors, and session design through structured tools and practice. Agile Leaders Training Center delivers this course on group facilitation and group psychology.

### Who Should Attend

- Teams responsible for designing and leading group discussions.
- Functions responsible for team meetings, reviews, and decisions.
- Professionals responsible for learning sessions and collaborative workshops.
- Leaders responsible for stakeholder dialogue and cross-functional alignment.
- Teams responsible for conflict management and inclusive participation.

The course assumes participants lead or support group sessions and leaves out clinical group therapy and individual psychological assessment.

### Departments and Industries

The course supports group facilitation across corporate management, project delivery, education, healthcare, public services, and nonprofit work.



- Leadership and organizational development
- Project and program delivery
- Learning and workforce development
- Healthcare and community services
- Public administration and nonprofit operations

## **Learning Objectives**

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

- Analyze group stages, norms, roles, power, and bias.
- Build psychological safety and balanced participation.
- Apply questioning, listening, reframing, and summarizing methods.
- Use conflict and difficult-behavior response tools.
- Compare consensus, prioritization, and decision methods.
- Design and evaluate a Group Facilitation Plan.



## **Course Agenda**

### **Day 1: Facilitator Role and Group Dynamics**

- Facilitator Role and Neutrality Charter
- Group Development Stage Map
- Group Norms and Working Agreements Canvas
- Roles, Power, and Influence Mapping
- Group Bias and Assumption Check

### **Day 2: Psychological Safety and Participation**

- Psychological Safety Condition Review
- Inclusive Participation Design Matrix
- Stakeholder Voice and Access Map
- Question Funnel and Prompt Bank
- Listening, Paraphrasing, and Reframing Method



### **Day 3: Conflict and Difficult Behaviors**

- Conflict Pattern Diagnosis Grid
- Difficult Behavior Response Matrix
- De-escalation Conversation Sequence
- Intervention Timing Decision Guide
- Facilitator Boundary and Escalation Protocol

### **Day 4: Decisions and Session Design**

- Consensus and Consent Decision Ladder
- Idea Clustering and Prioritization Board
- Decision Criteria and Voting Matrix
- Session Flow and Agenda Architecture
- Outcome, Action, and Follow-Up Log

### **Day 5: Facilitation Practice**

- Suggested Exercise: Group Dynamics Diagnosis
- Suggested Exercise: Inclusive Participation Intervention
- Suggested Exercise: Conflict and Difficult Behavior Response
- Suggested Exercise: Consensus Decision Session
- Capstone Exercise: Group Facilitation Plan



## Practical Exercises

The course uses suggested activities to connect group psychology, process choices, facilitator interventions, and decision outcomes.

- Suggested activity: map group stages, norms, roles, power, and bias in a workplace case.
- Suggested activity: redesign a discussion to improve psychological safety and participation.
- Suggested activity: respond to conflict, silence, dominance, and off-topic behavior.
- Suggested activity: facilitate a decision and record outcomes, actions, owners, and follow-up.

## FAQs

### **Who suits group facilitation and group psychology training, and what does it assume?**

Facilitators, team leaders, trainers, project managers, and professionals leading discussions suit the training. It assumes responsibility for group sessions and excludes clinical group therapy and individual psychological assessment.

### **How does group facilitation and group psychology differ from presentation skills training?**

Group facilitation manages interaction, participation, conflict, and collective decisions, while presentation skills training concentrates on delivering information to an audience.

### **How does psychological safety support group facilitation?**

Psychological safety supports participation by making interpersonal risk, questions, disagreement, and error discussion easier to surface and manage within clear group agreements.

### **Which decision methods support facilitated groups?**

Facilitated groups use methods such as consensus, consent, criteria-based prioritization, clustering, and voting according to the decision purpose, authority, time, and participation needs.



## Conclusion

Participants take back a Group Facilitation Plan linking group dynamics, psychological safety, participation, conflict, decisions, session flow, and follow-up. The plan makes process choices, interventions, roles, and outcomes visible. It supports repeatable facilitation across meetings, project sessions, learning environments, stakeholder dialogues, and community discussions.