Group Facilitation and Group Psychology Skills Course

20 – 24 December 2026
Johannesburg

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Training Center

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Group Facilitation and Group Psychology Skills Course

Ref: 965_173604 **Date:** 20 – 24 December 2026 **Location:** Johannesburg **Fees:** 4500 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.

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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

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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

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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.

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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.