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COURSE BROCHURE

# Facilitation Skills and Psychology of Groups Training Course

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Registered in the United Kingdom and Saudi Arabia

# Facilitation Skills and Psychology of Groups Training Course

Facilitation Skills and Psychology of Groups is a 1-week training course for facilities and estates managers who lead stakeholder meetings, relocation consultations and space change conversations, and who leave with a facilitation plan for a workplace change session. Moves, desk-sharing schemes and refurbishments now succeed or stall on how occupants feel heard. Jupiter Prime Training offers this course to managers who want calmer, better-structured consultation rooms.

## Why Facilitation Skills and Psychology of Groups Matters Now

Hybrid working, consolidation of property portfolios and rising occupant expectations have turned every office move into a negotiation between departments, unions, executives and end users. Facilities teams that read group behaviour well surface objections early, keep sessions on purpose and reach decisions people accept; teams that do not face resistance, rework and lost trust long after the furniture arrives. The course rests on the facility management system logic of ISO 41001 Facility Management Management Systems, which links occupant needs to organisational demand, alongside established models of group development, participatory decision-making and conflict style.

## Who Gains Most from Facilitation Skills and Psychology of Groups

- Managers responsible for consulting occupants before relocations, fit-outs or space reallocation
- Leads who chair workplace user groups, building committees and service review forums
- Coordinators who gather requirements from several departments for a shared floor or campus
- Specialists who carry change messages from project boards to front-line staff
- Service managers who handle complaints and escalations from tenant or occupant groups

An estates or workplace team that sends several members together gains a shared facilitation language and a consistent way of running consultation sessions across its sites.

## Facilitation Skills and Psychology of Groups Capabilities

The outcomes centre on reading a room, structuring a conversation and turning divergent views into a decision occupants can live with.

- Diagnose the stage and climate of a stakeholder group — choosing how directive a session must be
- Design a session agenda with clear purpose, outputs and roles — aligning sponsors and occupants
- Apply divergent and convergent techniques to space requirements — informing layout and allocation choices
- Defuse tension using conflict style and reframing methods — protecting relationships with department heads
- Select a decision rule suited to the stakes — making consent, consultation or delegation explicit
- Build a facilitation plan for a relocation consultation — giving the project board a usable engagement route

## Key Facilitation Skills and Psychology of Groups Terms

- Group dynamics — the patterns of influence, roles and emotion that shape how a group behaves and decides.
- Psychological safety — a shared belief that members can voice concerns or disagree without embarrassment or penalty.
- Groupthink — a tendency of cohesive groups to suppress dissent and settle early on a weak option.
- Divergent thinking — the phase of a session that generates many options before any judgement is applied.
- Decision rule — the agreed method a group uses to close a choice, such as consent or majority.
- Facilitation plan — a session design setting out purpose, participants, process steps, materials and follow-up actions.

## Facilitation Skills and Psychology of Groups Day by Day

## Day 1: The Psychology of Groups at Work

- Tuckman Group Development Stages — Reading Where a User Group Stands
- Social Identity and In-Group Bias — Departmental Loyalty During Space Change
- Psychological Safety Indicators — Whether Occupants Will Voice Real Concerns
- Groupthink and Conformity Pressure — Spotting Premature Agreement in Committees
- Change Reactions and Loss Curves — Anticipating Response to Relocation News

## Day 2: The Facilitator Role and Stance

- Content Versus Process Neutrality — Separating Expertise From Chairing Duties
- Active Listening and Paraphrasing — Building Trust With Sceptical Occupants
- Questioning Ladders and Open Prompts — Surfacing Hidden Workplace Needs
- Reading Nonverbal and Online Signals — Adjusting Pace in Hybrid Sessions
- Ground Rules and Working Agreements — Setting Behaviour Norms for Forums

## Day 3: Designing Consultation Sessions

- Purpose, Product and Process Framing — Agreeing What a Session Must Deliver
- Stakeholder Mapping by Influence and Impact — Deciding Who Attends Which Session
- Diverge, Explore, Converge Flow — Structuring Space Requirement Conversations
- Liberating Structures and World Cafe — Engaging Large Occupant Groups
- Visual Tools and Floor Plan Walkthroughs — Grounding Debate in Real Layouts

## Day 4: Conflict and Decision Methods

- Thomas-Kilmann Conflict Modes — Choosing a Response to Territorial Disputes
- Interest-Based Reframing — Moving Departments Beyond Fixed Desk Positions
- Handling Dominant and Silent Voices — Balancing Contribution Across Hierarchy
- Consent, Consensus and Majority Rules — Matching Closure Method to Stakes
- Gradients of Agreement Scales — Testing Support Before Final Layout Sign-Off

## Day 5: Practice in Workplace Change Facilitation

- Relocation Consultation Simulation — Applying Group Stage Diagnosis Under Pressure
- Rehearsed Difficult Moments — Applying Reframing to Live Objections
- Peer Observation and Feedback Rubric — Refining Facilitator Stance and Questioning
- Follow-Up Records and Action Logs — Keeping Commitments Visible After Sessions
- Facilitation Plan Completion — A Workplace Change Session Ready to Run

## Applying Facilitation Skills and Psychology of Groups After the Course

- Run a stakeholder mapping exercise for an upcoming move and assign each group to a session using the diverge, explore, converge flow.
- Chair the next occupant user group with an explicit decision rule and a gradients of agreement check before closing items.

## Facilitation Skills and Psychology of Groups Questions FAQ

### What is facilitation skills and psychology of groups training and why does it matter now?

It is the practice of guiding group conversations using an understanding of how people behave together. It matters now because hybrid work and portfolio changes make occupant consultation frequent, emotional and decisive for whether a space change is accepted.

### Which roles gain most from facilitation skills and psychology of groups?

Facilities, estates and workplace managers who run consultations gain most. You benefit if you chair user groups, gather departmental requirements, communicate relocation plans or handle occupant escalations, because each of these depends on structuring discussion and closing decisions fairly.

## How does facilitation skills and psychology of groups training differ from a general meeting skills course?

It goes beyond agendas and minutes into group development, bias and conflict style. General meeting courses cover routine chairing, while this course applies group psychology to contested space decisions such as moves, desk-sharing and refurbishment consultations.

## What will you bring back from facilitation skills and psychology of groups training?

You bring back a facilitation plan for a real workplace change session. It sets out the session purpose, attendees, process steps, decision rule, visual materials and follow-up records, ready for your project board to review.

## Facilitation Skills and Psychology of Groups: The Way Forward

The facilitation plan informs the first decision of any space change: who must be consulted, in what order and with what authority. Project sponsors, workplace leads and session chairs use it to align expectations. After its first use, revisit how far psychological safety held in the room and whether the chosen decision rule produced commitment rather than quiet compliance.