

## Facilitation with Krista Powell Edwards MA FCIPD

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Thank you for your interest in my facilitation services.

I have provided some information so you know more about me, my relevant experience and facilitation services. I have also provided answers to frequently asked questions about facilitation and using a facilitator. If your question isn't answered here please get in touch: [krista@thecredibilityexpert.co.uk](mailto:krista@thecredibilityexpert.co.uk)

### Frequently Asked Questions

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#### What is facilitation?

Facilitation is *'The design and management and structure and process that help a group do its work and minimise the common problems people have working together'*

Source: Justice and Jamieson; The Facilitators Fieldbook, Amacon 1999

Facilitation aims to achieve a balance between

- How people feel - their feelings of involvement, control, levels of engagement
- How work is done – the tasks that need to be achieved, the achievement of outcomes and objectives

#### What is the role of the facilitator?

The role of the facilitator is to help the individual or groups achieve their goals

*A good facilitator is one who talks little. When the work is done, the aim fulfilled, they will all say, "We did this ourselves."* Lao Tzu 500 BC

#### What is the difference between training and facilitation?

Training	Facilitation
<ul style="list-style-type: none"> <li>• Outcomes and objectives are set by required learning needs</li> <li>• Trainer designs the content</li> <li>• Trainer leads and guides the group</li> <li>• Trainer demonstrates/tells how to perform activities and exercises</li> <li>• Pace defined by trainers programme</li> <li>• Trainers input is on content of session</li> </ul>	<ul style="list-style-type: none"> <li>• Outcomes and objectives are set by participants</li> <li>• Facilitator has no input into content</li> <li>• Facilitator plays a supportive, non-leading role</li> <li>• Facilitator assists the group to explore options and problem solve</li> <li>• Participants work at their own agreed pace</li> <li>• Facilitators input is on process of session</li> </ul>

#### What facilitation knowledge and skills would be covered?

This would depend on your preferences and needs: - the core areas are listed below.

• Observation Skills	• Planning a facilitation session
• Listening Skills	• Managing the facilitation process
• Questioning skills	• Maintaining direction
• Intervention Skills	• Monitoring progress
• Neutrality	• Developing action plans
• Ability to create empathy and trust	• Summarising and reviewing outcomes
• Engaging and Involving	• Problem solving techniques
• Ways to make decisions and get consensus	• Managing conflict constructively
• Group process	• Dealing with difficult behaviour

### **What would be the objectives of a facilitation skills workshop?**

The objective of the training programme would be to enable attendees to feel confident and capable in their ability to design and facilitate group sessions. So they have the knowledge and skills to be able to

- Plan facilitation sessions
- Support and motivate individuals and groups
- Help individuals and groups to achieve successful outcomes for themselves
- Remove obstacles to progress
- Use communication and interpersonal skills to assist groups to reach consensus

### **What would be potential workshops content be?**

I would tailor the content to the needs of the group and the outcomes required, following discussion and the submission and approval of a project proposal.

### **Is the facilitation on line or face to face?**

I offer either option depending on your preferences and requirements

### **How much does the facilitation cost?**

Every project differs and the focus is on meeting your specific needs and issues. After our initial discussion, depending on your requirements in terms of numbers attending, duration, and number of sessions I will supply a detailed costed proposal.

#### **Indicative costings**

An example of a one day, stand-alone bespoke workshop for up to 20 people costed at £955 (10 people attending = £95.50 per person)

Inclusive of

- Design of a tailored workshop
- Design of workshop materials
- Delivery of a one day workshop course
- Use of resources and simulations required
- All associated email/telephone and postal costs
- All printing of workbooks/handouts

Exclusive of

- VAT
- Venue hire/refreshments and travelling expenses (if applicable)

### **What can I expect from you as a facilitator?**

You can expect me to

- Prepare for and manage every facilitation session as required
- Deliver what I agree to do in the required timescale, monitor progress as agreed.
- Keep any records in a secure location and in accordance with GDPR
- Follow the Chartered Institute of Personnel and Development code of practice

### **How do I start the ball rolling?**

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We would have an initial discussion, by telephone/Zoom or similar. I would then prepare a proposal that I will email you and we can then finalise the details of the session(s) and arrange suitable dates

To arrange an initial discussion you can telephone me on 07804 956007 or email me:-

[krista@thecredibilityexpert.co.uk](mailto:krista@thecredibilityexpert.co.uk)

## About me

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I'm a highly experienced facilitator, facilitator and trainer who specialises in supporting HR professionals and HR teams to perform effectively, to be credible and confident, and to have influence and impact in their organisation.

My focus is on enabling individual and team performance through HR demonstrating their capability, communicating effectively and delivering a high level of service quality.

From 2000 to 2020 I supported HR professionals as a branch volunteer for the Chartered Institute of Personnel and Development (CIPD). I was branch chair and council representative of the Merseyside, North Cheshire and North Wales and the North and Mid Wales branches.

I'm currently in the final stages of writing my first book 'Credible HR - How to get heard, have influence and make a positive impact in the HR role'.

### Career experience

I started working as an independent trainer and consultant in 1995, and have designed and delivered numerous facilitation, facilitation and individual and group learning and development interventions, for people from all levels of the organisation. Clients include the Abu Dhabi Police Force, Airbus, Bibby Line, BP, Cheshire Constabulary, the CIPD, Siemens, the University of Chester, and Wrexham University.

I've also worked as an employee for several organisations, in both the private and public sectors. My work experience includes being a university lecturer in International Human Resource Management, an ILM Leadership and Management trainer, a civil servant, a committee clerk in a local authority and a barmaid at Butlins.

### Personal competencies

I have excellent communication and interpersonal skills and am able to quickly build up supportive relationships with clients. Words that are frequently used to describe me are warm, friendly and supportive.

### My academic qualifications

- MA (Human Resource Management)
- Post Graduate Diploma in Personnel Management
- BA (Honours) Degree (Open University)

### My training and facilitation qualifications

- Trainers and Assessors Awards
  - Planning and implementing organisational training
  - Evaluation of training practice
- Three day accelerated learning programme – 'Brain Friendly Learning'
- Certified Master Practitioner of Neuro Linguistic Programming (NLP)
- Certified Trainer of Neuro Linguistic Programming (NLP) (Professional Guild of NLP)
- ILM Level 5 Certificate in Facilitation and Mentoring (currently being verified)

### Published articles

- Time is Money - Are you Spending it Well? - Training Journal, June 2004
- Customer Care in a Call Centre Environment - Training Journal, March 2002