



# Frontline

Communication

## **FACILITATOR PROFESSIONAL DEVELOPMENT PROGRAMME**

*FrontLine Communication  
are the No. 1 provider of  
Advanced Communication  
Skills Training in the UK.*

# ABOUT THE PROGRAMME

**12X SESSIONS  
OVER  
12X MONTHS**  
CONTINUOUS ROLLING PROGRAMME

*The Programme is designed for communication skills facilitators working in the public sector*

*The purpose is to give facilitators the opportunity to self-reflect, develop their facilitation skills, learn new teaching models, practice together and receive feedback.*

*The full programme runs for 12 months and consists of 12 events that facilitators can attend. Each event is around 2.5 hours online and will be hosted by FrontLine staff.*

*Delegates can join at any time as FLC is running this programme continuously.*

*The programme is split in to two streams:*

## FACILITATOR SUPERVISION

Supervision is a formal process of professional support which ensure continuing development of the facilitator and the effectiveness of their practice.

## FACILITATOR DEVELOPMENT

Upskill workshops where Facilitators can learn new models or gain a deeper understanding of the models used in ACST and other communication programmes.

*Additional benefits to this programme include: delegates from multiple trusts and other training providers, all sharing and working together on facilitation; Rare access to Live ACST course shadowing is also available on request.*

# SUPER VISION



**6X  
2 HOURS & 15 MINS  
SESSIONS**

Supervision is a formal process of professional support which ensures continuing development of the facilitator and effectiveness of his/her practice through interactive reflection, interpretative evaluation and the sharing of expertise.

There needs to be a willingness to learn and grow for supervision to be useful.

Supervision is the opportunity to reflect directly on our facilitation skills when managing role-plays and experiential training sessions

During sessions, the group not only reflect on themselves as facilitators, but practice the skills of the thinking environment, giving feedback and leave with a self-created SMART goal to continue development over the following two months.

## KEY REASONS FOR SUPERVISION

- Due diligence, to ensure standards are maintained.
- The creation of a safe space in which to reflect and grow
- Learning and development in action bridging the gap between theory and practice
- Ethics – this can be a personal thing and supervision is a chance to reflect



*Delegates will submit a self-selected 5-10min video clip of a role-play or experiential training session they facilitated (max 1 submission per year)*

*Delegates choose the clip based on their own reflection of their CPD needs.*

*Session are based on FLCs core models:*

- *FLC EI Model*
- *The Drama Triangle*
- *The Empowerment Dynamic*
- *The Thinking Enviroment*

# DEVELOPMENT

## Facilitator Update & Upskills Workshop

The training workshops are where Facilitators will get to develop a deeper understanding of the FLC core models so that:

- They can use them to continually develop their facilitation skills
- They can create a thinking environment within their own facilitating
- Facilitate the core models within their own training

Or work with and train in new models

**6X  
2 HOURS & 30 MINS  
SESSIONS**

## Workshop Titles for 2021

*FLC will develop the workshops based on the CPD needs of the facilitators within the FLC supervision program. Therefore, the exact workshops details will be flexible throughout the year to provide a more bespoke workshop to the delegates. Therefore, the list below is a provisional outline.*

- The Drama Triangle Vs. The Empowerment Dynamic
- Creating a Thinking Environment 1-Developing components of attention, Equality, ease, appreciation & encouragement
- Creating a Thinking Environment 2- Developing the components of feelings, information, diversity, incisive Questions, Place
- Developing Interactive & Experiential exercises
- Emotional Intelligent facilitating
- Working with actors

# PRICING & DATES

## THE FULL PROGRAM INCLUDES

- 6X Facilitator Supervision Sessions (2:15 per session)
- 6X Facilitator Development Workshops (2:30 per workshop)
- Program held over 12 months (start at any time)
- All Workshops recorded & available for following 1 month
- Access to FLC Course Shadowing

The full program is available at £1200+VAT per delegate

There is the option for Facilitators to attend the Development Workshops on a session-by-session basis priced at £150+VAT per session per person.

This does not include any supervision, workshop videos or course shadowing.

## Provisional dates throughout 2021/22

*FLC will be continuously running its Supervision & Development Workshops, the dates shown do not represent the beginning or end of a Programme. Delegates can join at any time and will get 12-month training from that point.*

### Supervision

- 2<sup>nd</sup> June
- 12 July
- 27<sup>th</sup> Sep
- 22<sup>nd</sup> Nov
- 31<sup>st</sup> Jan
- 7<sup>th</sup> March

### Workshops:

- 4<sup>th</sup> May
- 26<sup>th</sup> July
- 11<sup>th</sup> Oct
- 6<sup>th</sup> Dec
- 24 Feb
- 6<sup>th</sup> April

## Course Shadowing

*FLC can offer delegates of this training Programme, an exclusive bonus feature: access to shadow a full ACST or equivalent course workshop. This is not offered by default or scheduled for all delegates, but may be granted on request.*

*FLC does not allow live shadowing of its courses to anyone except delegates booked on this Programme or FLC's Train the Trainer Programme.*



# THANK YOU

[www.frontline-communication.com](http://www.frontline-communication.com)

*FrontLine Communication is the UK's no. 1 ACST program delivery company and is excited to offer this new, modern and effective approach. If you're interested in the possibilities, contact us here.*

*"We have been using Frontline Communication to deliver our Advance Communication Skill Training for the last 7 years and the training has been first class. There has always been excellent feedback from the participants on the training they've delivered." – Kay Daley, Learning & Development, St. Josephs Hospice*