



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:

ROLE-PLAY DEVELOPEMNT

Time for facilitators to enhance their role-play facilitating skills, share best practice and get advice and top-tips.

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.

ROLE- PLAY

6X
2 HOURS & 15 MINS
SESSIONS

Role-play practice sessions give facilitators the opportunity to develop their skills at setting up and managing online role-plays.

Each session will focus on a different component of the role-play.

Together we will share best practice, explore, and practice new strategy's, develop our skills, and get top tips for challenges we are facing when facilitating role-plays.

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 goals to continue development over the following two months.

ROLE-PLAY PRACTICE SESSIONS:

- *1:1s - gathering role-play scenarios*
- *Starting and stopping role-plays*
- *Managing group and actor feedback*
- *Managing role-play challenges*
- *Briefing & de-briefing the actors*



Sessions 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 & 15 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
- Facilitating skills and blocking behaviors
- Working with actors

PRICING & DATES

THE FULL PROGRAM INCLUDES

- 6X Facilitator Supervision Sessions
- 6X Facilitator Development Workshops
- Program held over 12 months (start at any time)
- All Workshops recorded

The full program is available at £990+VAT per delegate

There is the option for Facilitators to attend on a session-by-session basis priced at £110+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 Role-Play & 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.

Role-play Practice

- 2nd June 10.00-12.15
- 12 July 16.00-18.15
- 27th Sep 10.00-12.15
- 22nd Nov 16.00-18.15
- 31st Jan 10.00-12.15
- 7th March 10.00-12.15

Workshops:

- 4th May 10.00-12.15
- 26th July 16.00-18.15
- 11th Oct 10.00-12.15
- 6th Dec 16.00-18.15
- 24 Feb 16.00-18.15
- 6th April 10.00-12.15



THANK YOU

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