



A proposal of Wszechnica UJ



WSZECHNICA

UNIWERSYTETU  
JAGIELLOŃSKIEGO

# School of Facilitators

# SCHOOL OF FACILITATORS

Anyone who has experienced working in a group knows that achieving effective group cooperation can sometimes be a challenge. The level of difficulty increases when the work involves a crucial, urgent, contentious topic. A new task that everyone has encountered in recent years is to engage and support group effectiveness while working online.

School of Facilitators, is a unique in Poland comprehensive program, which was created to develop the skills to design and conduct work with groups independently. We teach facilitation of face-to-face meetings and facilitation in an online environment. We focus on practical skills that will allow you to facilitate freely in both types of meetings and combine work in these two environments.

With the competencies gained at the School of Facilitators, participants will be able to consciously and effectively:

- apply facilitation in the form and scope that best suits the issue facing the group and the organization,
- build group members' commitment to action by enabling co-determination,
- achieve better results of meetings, by using the potential of the team and applying appropriate methods.

# PROGRAM

The school's program is based on the Core Facilitators Competencies Framework, developed by the IAF, and equips you with the skills for international certification.

- the School of Facilitators program focuses on the application of facilitation in organizations: conducting facilitation in teams and working groups,
- is structured so that time in training is spent practicing, and theoretical background is provided through webinars,
- combines facilitation skills for face-to-face and online meetings, teaches in what situations an online meeting will be a good choice, and when to bet on a face-to-face meeting,
- provides tools and, above all, teaches how to engage and use the potential of the group,
- provides for facilitator support in the preparation of a facilitated meeting conducted by participants at their place of work.

# TRAINING RECIPIENTS

School of Facilitators is aimed at people who need to develop skills to engage groups and teams to work together:

- problem solving,
- making decisions, planning activities,
- creating solutions, products,
- knowledge exchange.

In particular, the program is addressed to:

- managers,
- group leaders,
- project and product managers,
- HR specialists,
- trainers,
- consultants,
- heads of companies, organizations, institutions.

We invite people with a minimum of one year of experience working with groups.

The condition for completion is participation in interpersonal training.

# TRAINING RESULTS

A graduate of the School of Facilitators:

- knows the assumptions on which the group facilitation process is based,
- understands the role of a facilitator, its difference from other roles performed, and is aware of the ethical principles of the work of a facilitator,
- adequately uses facilitation skills in the activities he conducts,
- is able to diagnose the need for facilitation, determine its purpose, results and forms of work, and agree with the group,
- is able to design facilitation sessions that respond to different demands,
- is able to apply basic facilitation methods for: creating new solutions, products, problem solving, planning and knowledge sharing,
- can activate the potential of individuals as well as the group as a whole,
- understands the processes happening in the group, is able to create a safe environment and prevent the emergence of typical, difficult situations in working with the group and react appropriately if these situations arise.

# PROGRAM OUTLINE

## INTERPERSONAL TRAINING

### FORM OF WORK

Interpersonal training is a learning situation, that is, a process of learning based on the interpersonal experiences of the participants, obtained and analyzed during the course of the training. The material for work is what realistically "here and now" happens between participants. Interpersonal training is based on a group process. The interactions that take place in the group provide an opportunity to discover knowledge about how everyone functions in the group, how they communicate and what effect this has on others.

### OBJECTIVES

- The main goal of interpersonal training is to develop personal and social competence, in particular:
- developing the ability to recognize one's emotions and the motives for one's behavior,
  - increasing empathy towards the experienced emotions and needs of others,
  - improving the ability to express thoughts and feelings,
  - improving the ability to receive and give feedback,
  - developing skills for dealing with conflict situations,
  - increasing awareness of how to interact with others.

Participation in interpersonal training is mandatory for those who have never participated in such an experience before, for others participation is optional. Interpersonal training is a separate program and is not included in the implementation time of the School of Facilitators.

## INTRODUCTORY WORKSHOP

### OBJECTIVES

- Learning the basic and advanced features of the online meeting environment used in remote facilitation (Zoom);
- Learning about the online tools used during the Facilitators School (Miro, Jamboard);
- Developing the ability to use the tools in your own practice.

### PROGRAM - online -

- Zoom's basic functions;
- Zoom's tools used in facilitation (screen sharing, drawing, surveys);
- Functions and how to use white boards (Jamboard, Miro) to work with a group;
- Question and answer session.

Participation is optional. Those who have little experience with working in a remote environment are welcome to attend.

# PROGRAM OUTLINE

## MODULE 1

### Facilitation skills in working with a group

#### OBJECTIVES

- To learn the key principles of facilitation work and the tasks of a facilitator;
- To develop the key competencies of group facilitation work, necessary to conduct meetings/workshops of any type;
- Developing the skills to plan a facilitation;
- Learning about the online environment as a space for learning and conducting facilitation;
- Developing skills in using commonly available online tools to support group work;
- Developing skills to build relationships in a group working onsite and online.

#### PROGRAM DAY 1 & 2 - online -

- How to start working with a group - building a group around a task, contracting work;
- What is facilitation and the facilitation approach;
- Tasks of a facilitator;
- Ways to prepare participants for online work from the technical side;
- How to take care of the group and engage participants when working remotely;
- Implementing the basic elements of online facilitation using meeting platforms and dedicated tools.

#### PROGRAM DAY 3 & 4 - onsite -

- Areas of application of facilitation in the organization;
- The manager in the role of facilitator;
- Planning facilitation: key elements of the process;
- How a group works - group types, roles, dynamics in online and offline work;
- How a facilitator can help a group benefit from the potential of diversity;
- Communication tools in a facilitator's work - organizing knowledge on communication tools; Individual discussion facilitation;
- The role of the facilitator - the limits of the role, the attitude that serves facilitation, dilemmas in the role and ethical principles.

# PROGRAM OUTLINE

## MODULE 2

Facilitation methods for developing new solutions or products and solving problems

### OBJECTIVES

- To understand the cognitive and social mechanisms of generating and developing ideas in a group;
- To gain knowledge that provides a theoretical basis for facilitating sessions using creative thinking;
- Developing skills to lead sessions aimed at idea creation and problem solving;
- To learn methods and techniques that activate the potential of creative thinking in a group;
- To learn about the specifics of facilitating such meetings and practice leading sessions;
- To deepen understanding of group dynamics and develop skills to deal with difficult situations.

### PROGRAM DAY 1 & 2 - onsite -

- How to prepare a group for creative work?
- Exercises to activate various aspects of creative thinking - practice exercises;
- Methods of creative work: methods of generating ideas, methods of modifying and developing ideas
- Creative Problem Solving approach. Methods of working with a problem: techniques for exploring a problem, techniques for analyzing a problem;
- Problem work structure - How to design a problem solving session?
- Group dynamics once again - types of difficult situations depending on the task;

### WEBINAR

- What is creative thinking? A brief introduction;
- Use of creative thinking in group work (in business and non-business contexts).

### PROGRAM DAY 3 - online -

- Creative warm-ups, solution generation, and problem-solving techniques - online practice sessions led by participants;
- Challenges and difficulties specific to creative group work;
- Facilitation interventions.

# PROGRAM OUTLINE

## MODULE 3

Facilitation methods for planning and exchanging knowledge

### OBJECTIVES

- Developing skills to conduct sessions for decision-making and planning;
- Developing skills to design facilitation sessions according to contracted goals and taking into account the specifics of the group;
- Developing skills to conduct sessions in an online version.

### WEBINAR

- How do we make decisions? Three meta-strategies;
- Benefits, costs and challenges in team decision-making;
- How to make accurate team decisions? The importance of the decision-making process;
- How to facilitate decision-making? S. Kanner.

### PROGRAM DAY 1 - online -

- Facilitated meeting from a bird's eye view: meeting structure;
- Meeting structures and facilitation methods useful in team planning;
- From a shared vision to a schedule of activities - how to use facilitation at different stages of planning;
- Team planning sessions - online practice;
- How to strengthen participants' motivation to implement the plan.

### PROGRAM DAY 2 & 3 - onsite -

- Team decision-making: conditions for effective decision-making and methods of group decision-making;
- Facilitation techniques to support team decision-making;
- Challenges and difficulties specific to team decision-making;
- Methods to trigger the exchange of knowledge and experience;
- Designing facilitation sessions: cooperation with the meeting sponsor, selection of structures and tools, design from A to Z - work based on case studies;
- Working with large groups.



# PROGRAM OUTLINE

## TASK TRAINING

/Performed by participants on their own/

### OBJECTIVES

- The goal of task training is to apply the knowledge and skills they have acquired in their environments.

### OVERVIEW

- Task training consists of facilitation of min. 3 hours of meetings (total). Task training is organized by participants on their own;
- The program of the session implemented as part of the task training can be consulted by the participant with the selected trainer of the School.

## MODULE 4

Group supervision of the task training. Wrap-up of the School

### OBJECTIVES

- To subject the experience gained during the task training to group reflection;
- Deepen knowledge and skills related to the most common dilemmas.

### PROGRAM - onsite -

- Analysis of the positive experience of task training, determination of its impact on the results obtained, collection of good practices;
- Group supervision of task training - group supervision of selected situations, formulation of conclusions for the future;
- Determination of development goals and ways to achieve them.





## Monika Gašienica

trainer, facilitator, training content manager

She graduated in psychology from the Jagiellonian University. She holds MBTI and SHL OPQ certificates. She completed Train the Trainer Psychological Training program by Halina Nałęcz Nieniewska, Supervision Workshops in Professional Development by AD Career Counselling Agency and the The Art and Science of Coaching program. She has the status of Consultant on training in the group dynamics workshop Making the Difference: Understanding How Groups and Organisations Work.

Her areas of specialization are training competencies, managing employees' development processes and managing people; in particular building and organizing team work. She also conducts training programs in negotiations and customer service. As a consultant, Monika is experienced in creating and implementing competency-based work evaluation systems, competency profiles and methodology of verifying competencies for recruitment and development purposes. She has experience of working as an assessor in the AC/DC diagnosis.

Her previous and current clients include: TUIR Warta, Volvo Polska, Makro Cash and Carry, Netia, Strabag, PKO BP, Santander Consumer Bank, Vattenfall, PricewaterhouseCoopers, KMPG, Elektrobudowa, Volkswagen, Toyota, Microsoft, Puratos Polska, Netto, IKEA.



## Artur Krupa

trainer, facilitator

He graduated in psychology from the Jagiellonian University and in management from AGH University of Science and Technology. A certified management trainer (Edexcel and BTEC Professional Qualifications) and a certified Psychodrama Assistant of Polish Psychodrama Institute, Association. As a coach, he holds the PCC and ECPC certificates.

He specializes in trainings in the area of developing training and coaching competencies, as well as applying his expertise in group functioning to teams and organizations management. He conducts “The Art and Science of Coaching” course. He holds the position of substantive director of Train the Trainer-Consultant program and of the trainers’ competence certification process. He has many years of experience in designing and conducting training program for sales department employees and supporting organizations in transition. He employs individual and team coaching to support companies and institutions in achieving their business objectives and in better employing staff potential. He is experienced team coach and facilitator, certified by the IAF (Certified Professional Facilitator). He is a consultant in Group Relations conferences.

His previous and current clients include: PTK Centertel, Commercial Union, Invest Bank, Tauron, Sabre, PKN Orlen, Lajkonik, Raiffeisen Bank, PZU, Luxoft, Motorola, Puratos, Fabryki Mebli Forte, IKEA, In Bit, PharmExpress, RR Donnelley, Minimal, State Street. ESET, Magna, Capgemini, Mota Engil



## **Tomasz Cichocki**

trainer, facilitator

He graduated from the Faculty of Physics at the University of Warsaw. He gained experience by managing IT implementation projects and long-term projects supporting Polish companies and scientific units in establishing cooperation on foreign markets. He has been conducting trainings and workshops since 2006. In 2010 he graduated from the school of business trainers of the TROP Group. He is a graduate of the Erickson Coaching International coaching school. Member of the International Association of Facilitators.

His specialties are in the areas of managerial competence, innovation, systemic and strategic thinking, negotiation and public speaking. He conducts workshops where teams develop solutions and prepare for their implementation. He also specializes in project management and customer service issues.

He has worked for, among others, ORLEN SA, PZU SA, BGŻ SA, Nespresso Poland, HiPP Poland, JMP S.A., JMDiF sp. z.o.o., AXA, Libery Direct, Siemens, Robert BOSCH, Zelmer SA, BP, Shell, European Entrepreneurship Center, PSDB, Polish Agency for Enterprise Development, Białostocka Fundacja Kształcenia Kadr, Sanitec KOŁO, Mleczarnia Turek, Messer Group, Olympic Casino. He has lectured at postgraduate programs, including those at the Technical Universities of Lodz, Gdansk and Wroclaw, Szczecin University and Kozminski Academy.





## Iwona Sołtysińska

trainer, facilitator

Psychologist (MA), certified trainer and consultant (certification in Edexcel International and BTEC Professional Qualifications), coach (certification in ICC, ICF (PCC) and ECPC), specializing in professional role development (trainers, managers, coaches), developing leadership competences (over 7,000 training hours), understanding group dynamics, problem solving, team and personal coaching. A member of International Society for the Psychoanalytic Study of Organizations.

She specializes in managerial coaching trainings, creativity and methodology of synectic group work trainings along with improving managerial competencies. She conducts individual and team coaching as well as facilitation of team problem solving processes. As a coach she uses the solution focused approach and psychodynamic understanding how groups and organizations work. Director and trainer in “Train the trainer” programmes at Wszechnica UJ. Manager of complex OD projects. Author of the book: “Employee training and development organization” – compendium knowledge of training policy, writing, delivering and training assessment based on competencies, and other publications addressed to professionals. She facilitates the work of groups and conducts individual coaching and coaching teams from different levels of organization (over 1000 hours of coaching work).

Her previous and current clients include: Bahlsen Sweet, Raiffeisen Bank, Philip Morris, Motorola, IKEA, Heineken, Minimal, PZU Życie, SKOK Stefczyka, Commercial Union, NBP, Tenneco Automotive Eastern Europe, ABB, Capgemini, Puratos, Fabryka Mebli Forte, Polskie Stowarzyszenie Koło in Jarosław, WUP in Kraków, Stock Polska, Lhoist, Skanska, LSC Communications.



## Barbara Chruślicka

### Interpersonal training trainer

Graduate of the Jagiellonian University, supervisor of group psychological training recommended by the Polish Psychological Association and supervisor of the Association of NGO Trainers "STOP". For 15 years she was the content manager of the Postgraduate Study of Creativity Training and Art Therapy at the University of Warsaw.

She conducts classes to support the development of individuals, groups and organizations. Her areas of training specialization are: coach training and supervision, interpersonal skills - especially effective communication and conflict resolution, leadership training focused on understanding team mechanisms. She conducts team coaching and intervention meetings focused on cleaning up relationships and developing cooperation, and works on attitudes in the area of health and safety psychology. In her work she often uses unconventional methods (she is a graduate of the J.L. Moreno European Institute of Psychodrama, among others).

She has created and implemented large training and consulting projects for, among others: Electrolux, Pramerica Financial, Generali, Danfoss Power Solutions, Mondelez, Cadbury Poland. She also trained employees of many companies: BZWBK, PBK, BPH, Raiffeisen Bank, Impel, PWC, Berlitz, manufacturing companies like Delphi Poland, Kraft, Vorwerk, Volkswagen Poland, ATI Stalowa Wola, Bavidro Glass Works and others. He has been working for years with universities (SWPS, Wyższa Szkoła Menedżerska, Warsaw University), public services such as the Civil Service Office, the Center for Education Development, ZUS and NGOs.





# TERMS

## EDITION 30 KRAKÓW

### MODULE I

4-5 April 2024\*

12-13 April 2024

### MODULE II

9-10 May 2024

16 May 2024\*

### MODULE III

3 June 2024\*

6-7 June 2024

### MODUŁ IV

19 September 2024

## EDITION 31 WARSZAWA

### MODULE I

11-12 April 2024\*

18-19 April 2024

### MODULE II

17-18 May 2024

23 May 2024\*

### MODULE III

7 June 2024\*

13-14 June 2024

### MODUŁ IV

20 September 2024

## EDITION 32 WROCŁAW

### MODULE I

16-17 May 2024\*

23-24 May 2024

### MODULE II

13-14 June 2024

20 June 2024\*

### MODULE III

5 July 2024\*

12-13 July 2024

### MODUŁ IV

27 September 2024

Asterisks (\*)  
indicate days  
implemented  
online

## INTERPERSONAL TRAINING

### KRAKÓW

#### EDITION 19

Meeting I: 7-10 March 2024

Meeting II: 18 March 2024

### WROCŁAW

#### EDITION 20

Meeting I: 25-28 April 2024

Meeting II: 6 May 2024



# PRICES

## SCHOOL OF FACILITATORS

**9 900 PLN + 23% VAT**

(12 177 PLN gross)

Payment up to 15 days before the training starts.

**Standard fee**

**8 900 PLN + 23% VAT**

(10 947 PLN gross)

Payment up to 60 days before the training starts.

**Discount 1000 PLN**

**9 400 PLN + 23% VAT**

(11 562 PLN gross)

Payment up to 30 days before the training starts.

**Discount 500 PLN**

**9 900 PLN + 23% VAT**

(4 x 3 044,25 PLN gross)

Payment up to 15 days before the training starts.

**Standard fee**

Graduates of Schools of Wszechnica UJ are entitled to a 5% discount from the currently valid price of training.

### SINGLE PAYMENT

### INSTALMENTS

#### The price includes:

- / 88 hours of training (11 days: 7 onsite + 4 online)
- / Two webinars
- / Individual consultation (30 minutes)
- / A set of training materials
- / Certificate of completion of training
- / Lunch and coffee breaks during the onsite part of the training course

## INTERPERSONAL TRAINING

**2 500 PLN + 23% VAT**

(3 075 PLN gross)

Payment up to 15 days before the training starts.

**Discount 500 PLN**

# ORGANIZATIONAL INFORMATION



Location of the training:

KRAKÓW: Wszechnica Uniwersytetu Jagiellońskiego, ul. Sławkowska 10

WARSZAWA: Centrum Szkoleniowe Wspólna, ul. Wspólna 56

WROCŁAW: TBA



Training hours – online days:

9:00-16:30

Hours of training - onsite days:

10:00-17:30 (the first day of the onsite part of each module)

9:00-16:30 (other days).

Training hours are subject to change.



[Terms and conditions](#)

## CONTACT PERSON

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