



Facilitation in IT

Course description sheet

Basic information

Field of study Social Informatics	Didactic cycle 2023/2024	
Major All	Course code HIFSS.II1PJO.11960.23	
Organisational unit Faculty of Humanities	Lecture languages english	
Study level Second-cycle studies	Mandatoriness Elective	
Form of study Full-time studies	Block Elective Modules in Foreign Language	
Profile Practical	Course related to scientific research No	
Course coordinator	Tomasz Manugiewicz	
Lecturer	Tomasz Manugiewicz	
Period Semester 1	Method of verification of the learning outcomes Completing the classes	Number of ECTS credits 4
	Activities and hours Discussion seminars: 30	

Goals

G1	Explain what facilitation is and get to know facilitation techniques.
G2	Practice designing and conducting of facilitation workshop.
G3	Understand core competencies of facilitator.

Course's learning outcomes

Code	Outcomes in terms of	Learning outcomes prescribed to a field of study	Methods of verification
Knowledge - Student knows and understands:			
W1	Student possesses knowledge about what facilitation is, its techniques and is aware of competencies defined by IAF (International Association of Facilitators).	IFS2P_W05, IFS2P_W06, IFS2P_W07, IFS2P_W12	Participation in a discussion, Presentation
Skills - Student can:			
U1	Student is able to conduct team's needs analysis and design facilitation workshop	IFS2P_U08, IFS2P_U11	Activity during classes, Involvement in teamwork
U2	Student is able to deliver the facilitation workshop and achieve desired outcomes	IFS2P_U08, IFS2P_U10, IFS2P_U11	Activity during classes, Involvement in teamwork
Social competences - Student is ready to:			
K1	Student is able to critically assess and understand the team's needs and the team dynamic process and react based on the analysis. If needed, student is able to search information about other type of team support like coaching or mentoring.	IFS2P_K03, IFS2P_K07	Activity during classes, Participation in a discussion, Involvement in teamwork

Program content ensuring the achievement of the learning outcomes prescribed to the module

Facilitation is the set of methods that support group of people in the learning process. It is widely used in IT organizations as a tool to effectively run meetings and workshops. In this course students will have a chance to learn about facilitation and after completing it they will be able to apply facilitation methods in their current projects and future work. The course will contain practical examples showing why facilitation skills are so important in modern IT organizations. Students will learn about group dynamic process and will have an opportunity to experience it while working together. They will develop the core facilitator competencies defined by IAF – International Association of Facilitators. During this course facilitation will be also compared to other supporting methods such as coaching, mentoring and consulting.

Student workload

Activity form	Average amount of hours* needed to complete each activity form
Discussion seminars	30
Contact hours	2
Preparation of project, presentation, essay, report	30
Realization of independently performed tasks	15
Preparation for classes	15
Other	15

Student workload	Hours 107
Workload involving teacher	Hours 30

* hour means 45 minutes

Program content

No.	Program content	Course's learning outcomes	Activities
1.	Course topics: Collective learning and information processing Team dynamics and group process Conducting needs analysis Designing workshops and defining desired outcomes Facilitator's role and other roles in the team Key competencies of Facilitator according to IAF (International Association of Facilitators) Various facilitation methods Facilitator vs Trainer vs Mentor vs Coach Agile Coach as a Facilitator	W1, U1, U2, K1	Discussion seminars

Extended information/Additional elements

Teaching methods and techniques:

Discussion, Group work, Peer assessment, Socratic questioning

Activities	Methods of verification	Credit conditions
Discussion seminars	Activity during classes, Participation in a discussion, Involvement in teamwork, Presentation	Acceptance criteria for this course is active participation during the classes as well as 80% of mandatory presence.

Additional info

Tomasz Manugiewicz MSc

Agile enthusiast and coach. Engineer at heart. Former Development Manager, Scrum Master and Software Developer. Over 14 years in IT industry. Currently working for Grand Parade / William Hill as an Agile Coach.

Tomek graduated from AGH with degrees in: Automation and Robotics, Applied Computer Science as well as Management of IT Projects.

He is also a certified facilitator (Facilitation School by Wszechnica of Jagiellonian University) and a certified coach (Meritum Coaching School). Tomek worked for various global IT companies. He delivered projects for clients such as: US AirForce, Microsoft, HP, The Daily Telegraph oraz T-Mobile Austria.

Conditions and the manner of completing each form of classes, including the rules of making retakes, as well as the conditions for admission to the exam

Acceptance criteria for this course is active participation during the classes as well as 80% of mandatory presence. In case of more having absence than 20% of the classes student needs to prepare presentation about the topics of skipped classes.

Method of determining the final grade

Final grade is calculated by taking into consideration active participation and class attendance.

Manner and mode of making up for the backlog caused by a student justified absence from classes

Student will get the materials about the class topic and will need to prepare presentation about the topics of skipped classes.

Prerequisites and additional requirements

There are no initial conditions.

Rules of participation in given classes, indicating whether student presence at the lecture is obligatory

Attendance is mandatory for 80% of the classes.

Literature

Obligatory

1. Group Processes - Dynamics Within and Between Groups - Brown Rupert (en or pl version)

Optional

1. Metody prowadzenia szkoleń - Agnieszka Kozak, Mariola Łąguna

Learning outcomes prescribed to a field of study

Code	Content
IFS2P_K03	ma pełne kompetencje pozwalające na uczestniczenie w przygotowaniu i wdrażaniu projektów społecznych oraz potrafi w pełni przewidywać wielokierunkowe skutki społeczne swojej działalności
IFS2P_K07	w pełni potrafi współdziałać i pracować w grupie, przyjmując w niej różne role w celu rozwijania dorobku zawodowego
IFS2P_U08	ma umiejętność planowania i realizowania procesu samokształcenia oraz inspirowania do tego innych
IFS2P_U10	potrafi organizować i koordynować pracę interdyscyplinarnego zespołu, potrafi skutecznie komunikować się w zespole, rozwiązywać konflikty, a także formułować konstruktywną krytykę
IFS2P_U11	posiada umiejętności zaawansowanej analizy proponowanego rozwiązania konkretnych problemów i proponuje odpowiednie rozstrzygnięcia w tym zakresie, posiada również zaawansowane umiejętności wdrażania proponowanych rozwiązań.
IFS2P_W05	ma zaawansowaną wiedzę o rodzajach: struktur komunikacyjnych i perswazyjnych oraz instytucjach, także w odniesieniu do zarządzania projektem i zespołem
IFS2P_W06	ma pogłębioną wiedzę o rodzajach więzi społecznej i prawidłowościach oraz o zjawiskach i procesach charakterystycznych dla różnorodnych grup społecznych oraz wie jak stosować zaawansowaną metodologię badań i odpowiednio dobierać metodyki projektowe
IFS2P_W07	ma zaawansowaną wiedzę na temat sposobów wywierania wpływu społecznego; zna na poziomie zaawansowanym zasady prezentacji i wizualizacji danych oraz tworzenia treści;
IFS2P_W12	ma zaawansowaną wiedzę o człowieku, jako podmiocie budującym struktury społeczne we współczesnym, zmieniającym się pod wpływem technologii społeczeństwie