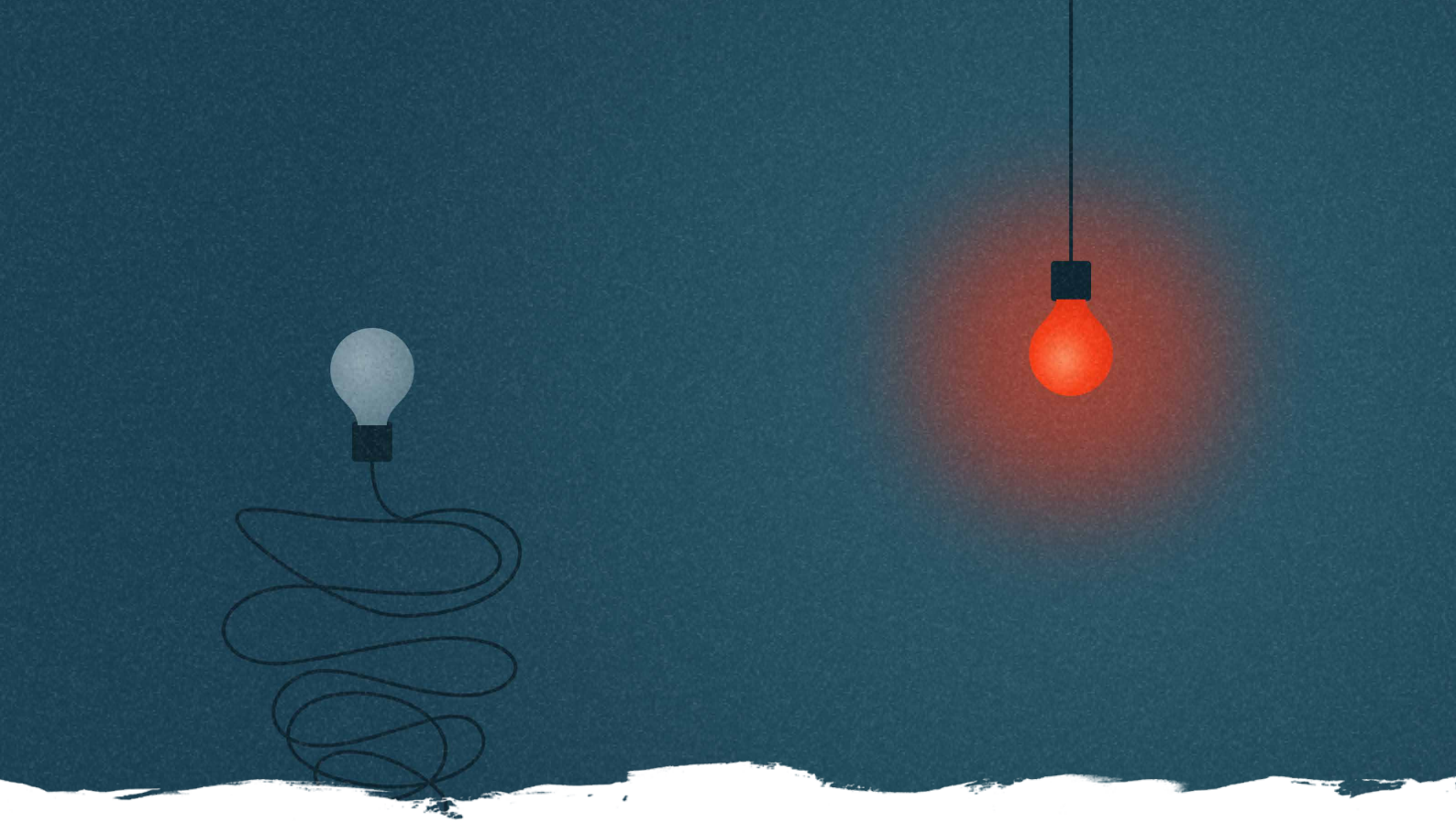

HYBRID

LEARNING INNOVATION

GLOBAL FACILITATOR TRAINING

ADVANCING FACILITATION FOR INCLUSIVE LEARNING THROUGH EMOTIONAL INTELLIGENCE, INTERCULTURAL AWARENESS, AND COACHING

TAILOR-MADE

Information Note

ITC ILO
International Training Centre

> **Global facilitation combines emotional and intercultural intelligence with a coaching mindset to unlock collective intelligence and foster inclusion and full engagement.**

OVERVIEW

The hybrid **Global Facilitator Training**, starts with a creative **Sprint** where facilitators and trainers from around the world co-design the Global Facilitator Profile—the skills, values, and mindset that define excellence in facilitation. Through design thinking and collaboration, participants will prototype ideas to nurture the **Training**, an advanced pathway for facilitators to become emotionally smarter and operate in multicultural settings, with a coaching mindset to promote (human) development.

COURSE DESCRIPTION

Combining virtual engagement with an intensive face-to-face participation, the Global Facilitator Training brings together facilitators and trainers from across regions.

During the **Sprint** (Day 1), participants will collaborate through design thinking to explore what it means to be a global facilitator capable of driving transformative learning and promoting full engagement. The experience culminates in a Forum Theatre session, where teams present session prototypes that are collaboratively improved (Day 2-3-4).

The Facilitator **Training** offers an advanced pathway for facilitators to operate in multicultural settings. The Training combines high-level facilitation skills with a strong emphasis on emotional and intercultural intelligence, diversity and inclusion, coaching models, and the ability to foster an engaging, respectful learning environment.

Participation is open both face-to-face and online, allowing a truly global community of facilitators to learn, co-create, and exchange in real time.

This training not only strengthens facilitation capacity but also reinforces the ILO's commitment to capacity building and inclusion, development cooperation, social justice, and emotional intelligence as the foundational pillars of effective global learning.

KEY FEATURES

HYBRID

Join - in person or online – to work with expert trainers and facilitators from around the world. Experience innovative (digital and non) facilitation to exchange ideas, inspire one another, and learn from peers who face similar challenges while managing diverse solutions.

SENSIT JOURNEY

Practise with the SENSIT Toolkit, a set of activities and tools built around the SENSE cycle (Scan emotions, Empathy, Navigating, Self-regulation, Engagement) to enhance facilitators' emotional intelligence (EQ) and cultural intelligence (CQ).

INNOVATION LAB

Experiment with methods and technologies in the ITCILO Innovation Lab, where serious dynamics bring the joy back into learning.

FACILITATION FOR DEVELOPMENT

Learn how to embed ethics and values by combining high-level facilitation skills with a strong emphasis on social justice, development cooperation principles, diversity and inclusion, emotional intelligence, coaching models, and interculturalism.

WHO

WHO TAKES THIS COURSE?

The Global Facilitator Training is designed for professionals involved in facilitation, learning, and capacity development within international and multicultural settings, including:

- **Facilitators and trainers** working in development cooperation, social dialogue, or capacity-building programmes
- **HR officials** who are in charge of staff and organizational development and/or are involved in the facilitation of inclusive and intercultural learning process
- **ILO staff** and professionals from UN agencies, international organizations, and partner institutions engaged in learning and training delivery
- **Consultants and resource persons** supporting workshops, training, or participatory processes at global, regional, or national levels
- **Learning and development specialists** seeking to enhance their facilitation skills for diverse and inclusive environments
- **Project coordinators and technical officers** who lead multi-stakeholder or cross-cultural initiatives requiring facilitation and engagement skills
- **Academics and educators** interested in facilitation methodologies, innovation, and experiential learning approaches
- **Social partners (employers' and workers' representatives)** involved in dialogue, negotiation, and learning initiatives



PLACE

TURIN, ITALY
E-CAMPUS (ONLINE)



COLLABORATIVE LEARNING

CO-DESIGN



LANGUAGES

ENGLISH, SPANISH, FRENCH

WHAT

WHAT WILL YOU LEARN?

This will be your opportunity to:

- Connect with and be inspired by trainers and facilitators from across the globe, in a **hybrid environment** transforming diverse country experiences into fresh ideas and innovative solutions.
- Immerse yourself in a truly multicultural learning environment and strengthen your **intercultural facilitation skills** through practice and exchange.
- Harness **emotional intelligence** to create more impactful, inclusive, and human-centred learning experiences.
- Adopt a **coaching mindset** that elevates your facilitation and empowers others to grow.
- Explore visual language, **cutting-edge methodologies**, and powerful technologies, and build the confidence to apply what works best for you and the communities you serve.

WHAT TOPICS DOES THIS COURSE COVER?

This Programme offers a deep dive into the facilitation cycle, but not only. Starting with a design thinking exercise which enables the profiling of the global facilitator, and embedding the essential principles of strategic facilitation, it focuses on:

1. Hybrid Facilitation

Ensuring equity between online and in-person participants

- How will you ensure equal voice and visibility across modalities?
- What concrete design choices support participation for everyone?
- How will online and in-person experiences stay connected and synchronous?

2. Emotional Intelligence

Seeing and working with the human dimension

- What emotions might be present (spoken or unspoken)?
- What needs, fears, or expectations could be behind participants' behaviours?
- How will you acknowledge emotions without judging or fixing them?
- How can you guide your participants from emotional awareness to management with a view of helping them to upgrade their social skills?

> People don't care how much you know until they know how much you care.
>
> *Theodore Roosevelt*

3. Coaching Mindset

Supporting reflection, ownership, and growth

- What powerful questions could help the group reflect?
- How will you encourage accountability without controlling the process?
- What space will you create for individual insight and collective learning?
- How can you support people to unlock their potential?

4. Intercultural Facilitation

Working with difference through curiosity and humility

- What cultural dynamics may be influencing participation, silence, or conflict?
- What assumptions (yours or the group's) need to be questioned?
- How will you foster acceptance, tolerance, and integration?

TIMELINE

The course unfolds over four days, each designed to foster creativity, collaboration, and practical learning.

Day	Theme / Focus	Key Activities
Day 1: Design Thinking Sprint	Exploring the role of the global facilitator	· Interactive design thinking · Brainstorming and empathy mapping · Peer learning · Definition of key elements for the Global Facilitator Profile
Days 2-3-4: Training	Deepening facilitation practice	· Advanced hybrid facilitation skills · Emotional Intelligence · Intercultural facilitation · Coaching mindset

CAMPUS LIFE

A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

ENVIRONMENT AND SURROUNDINGS

Grab a campus bicycle and explore the Turin Centre. Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

COMMUNITY ENGAGEMENT AND DIVERSITY

Participants can enjoy social events organized by the Turin Centre as well as by their course facilitators. Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

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