

Title: **Facilitation – engagement at all levels**

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Abstract:

Session Learning Outcomes

By the end of this session, delegates will be able to:

1. identify methods for improving facilitation at all levels
2. consider areas for implementing or enhancing facilitation.

Session Outline

Educational developers today are working within increasingly complex and multi-layered organizational cultures, which embrace a host of different approaches, ideals, motivations, and ethics (Land, 2004; Trowler, 2010). Within these diversified Higher Education structures, educational developers have to find new ways of interacting with individuals and groups, developing empathy and trust, and achieving successful collaboration. Underscoring this change in approach is a need for rethinking the way we manage communication and intervention with different groups at different levels within the university system.

Session Activities and Approximate Timings

Brief talk with small-group exercise and discussion

References

Land, R. (2004). Educational Development: Discourse, Identity & Practice. SRHE/OU: Maidenhead.

Trowler, P. (2010) The Changing Dynamics of Higher Education Middle Management, Higher Education Dynamics, Volume 33, 197-211