

FACILITATION & LEARNING TRANSFER

NEDBANK

Making facilitation quality observable—and transferable.



A structured approach to facilitator standards, observation criteria and feedback loops that helped internal trainers sustain quality in delivery.

THE BRIEF

Turning complexity into a practical way forward.

Good learning does not depend on one exceptional facilitator. It depends on a shared standard for preparation, learner safety, dialogue, participation, questioning, feedback and the way learning is carried into the workplace.

RYAN'S ROLE

Lead designer, programme lead, lead facilitator and pilot-phase train-the-trainer lead.

THE APPROACH

01

Define what good looks like

Converted facilitation quality into observable practice—from preparation and structure to participation and feedback.

02

Create a shared language

Designed clear criteria so facilitators and assessors could discuss quality with specificity and confidence.

03

Close the loop

Built evaluation and pilot enablement into the work so learning quality and workplace transfer could be strengthened.

WHAT IT ENABLED

✓ A practical standard for facilitation quality and assessor feedback.

✓ A stronger link between workshop experience, confidence and workplace application.

✓ A repeatable approach to developing internal facilitator capability.

REDACTION STANDARD This is an original portfolio summary. It does not publish facilitator records, assessment forms, participant data or internal programme material.