

## Facilitating with Ease Edmonton: Oct 24-25, 2011

**BACKGROUND:** We're all spending so much time in meetings and are being asked to achieve so many important goals in teams that meeting process facilitation is fast becoming a core competency for anyone who's on a team, leads a task force, heads up a committee or manages a department! Whether you're new to facilitation or have years of experience, this workshop provides a unique opportunity to enhance your mastery of any group situation. Learn essential skills from certified, veteran trainers who have taught meeting facilitation skills for over five years. Experience a dynamic and totally interactive learning environment.

### THE LEARNING OPPORTUNITY:

- Gain a clear understanding of the core values, principles, and behaviors of meeting facilitators
- Work with powerful process tools and techniques
- Develop your confidence in handling resistance and dysfunctional behaviors
- Receive personal feedback and coaching from a real-world meeting facilitator and learning peers
- Practice new tools in a safe environment

### WHO SHOULD ATTEND:

- Project managers – earn PDUs!
- Managers of any level who run meetings
- Professionals who need to increase buy-in and decrease resistance in group settings
- Six Sigma and Lean professionals
- Internal Consultants
- Team Leaders
- Business Analysts



Participants earn fourteen Professional Development Units through the Project Management Institute upon course completion. Facilitation First has been a Registered Education Provider since 2006 and our current Provider rating is 93.75% (average rating for all providers is 84.9%).

**WORKSHOP AGENDA** (two days) 8:30 am - 5:00 pm

Day One	Day Two
<p><b>Module One - Intro to Facilitation</b>                      Roles &amp; Beliefs of a Facilitator                      Partner Interview: The 5 Core Practices of a Facilitator                      Distinguishing Process and Content Leadership                      Norming Lecturette &amp; Exercise                      Giving and Receiving Feedback</p> <p><b>Module Two - Intro to Decision-Making</b>                      Case Study #1: "Moving on Up!"                      Starting and During a Facilitation                      Group Improvement Exercise</p>	<p>How Neutral do Facilitators have to be?</p> <p><b>Module Three - Intro to Meeting Management</b>                      The Fundamentals of Meeting Management                      Exit Survey Review &amp; Exercise                      Case Study #2: "Meeting in Overtime"</p> <p><b>Module Four - Intro to Managing Conflict</b>                      Healthy Debates versus Dysfunctional Arguments                      Conflict Management Tips                      Language of Intervention &amp; Exercise                      Q&amp;A, Evaluations, Wrap-up</p>

## Facilitating with Ease Workshop Outcomes

### Day One AM: Introduction to Facilitation

- Understanding the importance of 'facilitation' as a key leadership core competency within the context of running effective meetings and managing diverse groups
- Getting clarity as to the role and beliefs of the facilitator in the context of creating powerful meetings
- Experiencing the power of pairs and how to minimize group resistance through the use of the 'buy-in frame'
- Learning the 5 core facilitation practices and how to use these to gain group alignment
- Understanding the importance of 'process' versus 'content' as the foundation for understanding dialogue
- How to initiate and maintain a facilitation
- The importance of defining 'purpose' and 'process' in creating the meeting context
- The importance of creating norms in helping groups understand interpersonal and task related expectations

### Day One PM: Introduction to Group Decision-Making

- Experience with criteria based decision grids – a more sophisticated approach to prioritization versus 'pros and cons'
- Understanding the five most used decision-making options: from 'delegation' to 'consensus building'
- How to choose and facilitate the right decision-making option
- Methods for giving and receiving peer feedback



### Day Two AM: Introduction to Meeting Management

- Learning how to apply the learning immediately to relevant work situations
- Understanding the parameters of facilitator neutrality
- Developing knowledge on the nine basic fundamental elements of running effective meetings
- How to develop a process design for a 'planned' intervention
- Overview of exit surveys as a methodology for making group and/or meeting improvements

### Day Two PM: Introduction to Group Conflict Management

- How to distinguish immediate vs. planned interventions and when either is required
- Reviewing proactive conflict management techniques
- How to effectively identify and manage group conflict reactively
- Understanding how to use the 3-step language of intervention model in dealing with common blocks during meetings

## Facilitating with Ease Oct 24-25/11 Workshop Details

### What You'll Receive

You leave our workshop with the tools you need to combat wasted meeting resources. You get a CD of customizable templates, a textbook filled with meeting designs and intervention techniques, an at-a-glance reminder sheet to keep you on track, and the personal feedback and coaching from participants and the trainer. Our certified trainers are 'facilitators first,' who bring this real-world experience to the classroom.

Dates: October 24-25, 2011	Location: #309-10080 Jasper Ave. Edmonton, AB
Times: 8:30 am - 5:00 pm	Workshop Fees: \$950 + GST
Trainer: Patty Schachter	<i>Ask about our volume and membership discounts</i>

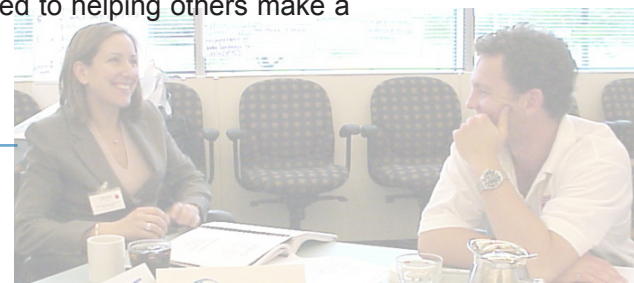
### About our Trainer - Patty Schachter (CFFT, CEP, CEC)

Patty Schachter is a Professional Facilitator, a Business Excellence Consultant, and a Certified Executive Coach. By combining these finely-honed skills with nearly 30 years extensive operational and leadership experience, Patty has helped numerous organizations, teams and individuals in private, public and not-for-profit sectors improve their effectiveness and performance.

As an associate of the National Quality Institute, Patty has been certified as an excellence professional in the Quality and Healthy Workplace streams, equipping her to assess organizational performance against world class criteria. She currently is on the External Review Team for the Premier's Award of Excellence in Alberta which uses the same criteria. Customer Service, Process Redesign and Strategic Planning are her three key areas of expertise.

Patty was on faculty at the Banff Centre for nearly ten years, teaching two of their week-long Leadership Development programs: Team Leadership and Facilitation Skills, and Leading and Managing for Results. From developing Balanced Scorecards for measurement to coaching for optimal performance, Patty taught most of the essential leadership skills to hundreds of participants. These leadership programs, highly experiential in nature, involve the delivery, interpretation and individual coaching for several assessment instruments, including 360° feedback on key leadership attributes. As a Certified Facilitation First Trainer (CFFT ) Patty continues to teach our Facilitating with Ease, conflict, and problem solving programs.

As a Certified Executive Coach through Royal Roads University's graduate certification program, Patty also helps individuals take the steps necessary to increase their personal resilience, manage difficult relationships and produce the results they seek. Whether one-on-one or team coaching, Patty is committed to helping others make a significant contribution in the area of their interest.



# Facilitation First

## What some of our clients are saying about our training

“What a consummate professional, keeping the group focused, participating and engaged – excellent! Looking forward to future workshops!”

Deryl Kratzer  
President, Roofing Division  
RPM Tremco Inc. 

“The Facilitating with Ease workshop has been a great addition to our Corporate Management Development curriculum, with continued strong feedback received from our Project Management, Human Resource and People Management audiences.”

Dale Martin, CPF  
Senior Manager, Delivery  
Corporate L & D, TDBFG 


“I just completed your workshop ‘Facilitating with Ease.’ I would like to recommend it to everyone - it was the best workshop I have attended in years. The design was excellent: very little ‘Teacher Talking Time’ and lots of activities centred around the skill of facilitating.

The facilitator constantly modelled the attributes of a competent and caring facilitator coupled with an off-beat and enjoyable sense of humour, and was continually creating ‘teachable moments’ for us.

I believe that the course would be enormously useful for anyone who has to chair a meeting or has had to sit through a meeting that should have been properly facilitated but wasn’t.”

Sheila MacCallum  
Instructional Designer  
Education Services, WorkSafeBC   
WORKING TO MAKE A DIFFERENCE  
worksafebc.com

“I have been to many, many training sessions and must say that Kevin and these workshop contents are top notch! I would highly recommend this course to others.”

Eileen Leung, PMP  
GTO Personal Banking Deposit Operations  
Royal Bank 

“We have had Michael and Patty facilitate the Team Leadership and Facilitation Workshop as one of core management training requirements. The workshop covers all 22 of our Behavioral Management Competencies. We consistently receive feedback from participants that this workshop as one of our strongest.

After our first two workshops we utilized the management team to facilitate the Competency Workshops which established Behavioral and Technical Competencies for all 150 jobs at WCB, this resulted in a huge savings to WCB because we didn’t have to utilize outside facilitators. This program has had a significant ROI, as well as a ROK(Return on Knowledge). I definitely recommend this program. It will make a difference.”

Greg Wensel  
Manager of Employee Development, B. Ed, M. Ed.  
Saskatchewan WCB 