

NMA The Leadership Development Organization

Columbus Public Service Chapter
The *first* Public Sector Chapter est.1981



SEMINAR

FACILISKILLS™

Fostering a Culture of Participation

Getting people to work together isn't always easy...

FaciliSkills™ is all about collaborative relationships which open doors and make life simpler in the community, and within the organization. In short, one needs to "facilitate" all aspects of life in order to accomplish goals.

FaciliSkills™ workshops provide the tools for having greater impact and broader influence, for leveraging time and making better decisions, and for fostering personal growth and ultimately growing your business.

FaciliSkills™ Workshops are designed for...

- Managers who lead groups or project teams
 - Anyone thrust into a leader's role without direction
 - Emerging leaders seeking new skills to benefit their organization and advance their careers
- Teams that have stalled mid-project.

Class Date

#1 Wednesday, April 8, 2015

#2 Wednesday, April 29, 2015

Making the SMART Connection

The Art & Science of Self-Mastery

Register By

April 1, 2015

April 22, 2015

Time: 8:00 am to 12:00 pm

Location: 1881 E 25th Ave, Training Facility

NMA FACILISKILLS™ COURSE REGISTRATION

#1 April 8, 2015 _____

#2 April 29, 2015 _____

Name _____

Division _____ Phone _____

Supervisor's Approval _____ Date _____

Return to: Tami Peters

Division of Public Service Tel: 645-2688 Fax 645-6938

Fees: Members N/C

Non Members \$95

Please return your reservation by dates listed above under "Register By"

Key Topics in the 4 FaciliSkills™ Workshops

Workshop 1: 4 Hours—Making the SMART Connection

"Over a hundred practical ideas and tips on how to create a culture of participation."

Learn how to involve everyone and—

- Find creative ways to engage people
- Discover methods to help newcomers relax and participate
- Avoid misconceptions of how individuals communicate
- Use the tools of group dynamics

Learn how to manage the group process to—

- Get specifically focused
- Keep people participating
- Facilitate quick group problem-solving
- Speed up group decision-making

Learn how to manage for the commitment to action and—

- Build trust and respect with participants
- Encourage innovation and initiative
- Discover what communication tools can help you accomplish miracles

Workshop 2: 4 Hours—The Art & Science of Self-Mastery

"A prerequisite to facilitating others requires understanding your own skills and talents while managing the information flow."

Learn the "Essence Technique" of how to—

- Enhance your own inner-power communication talents
- Maintain your objectivity as a facilitator
- Develop 5 levels of facilitation competency.
- Create the total "empathic-body" approach

Learn different communication approaches to—

- Further build your own self-esteem
- Develop tactics for dealing with aggressive or assertive manners
- Get in-touch with your best communication style

Learn the critical skills to build trust through—

- Developing and mastering active listening skills
- Understanding how to use "learning" questions
- Creating a foundation for strong relationships

Learn how to communicate across cultures by—

- Avoiding the "stereotyping trap"
- Realizing the different gender styles
- Understanding the "international arena"

Workshop 3: 4 Hours—Transformational Leadership

"A major FaciliSkills™ focus is on creating an environment where better results are achieved, where people grow personally, where trust develops and there is enthusiastic commitment to resultant decisions."

Learn the preferred methods for developing group consensus by—

- Understanding how different personalities affect meetings
- Handling people who are not of the same mindset

- Negotiating group "Mind Fields"

Learn creative ways to build momentum and affect decision-making from—

- Clearly understanding others' needs, wants, interests and backgrounds
- Creating the right "decision network"
- Utilizing self-motivating strategies

Learn the "tools" for developing trust, harnessing energy, and handling conflicts by—

- Understanding "signals" to check for readiness to move forward
- Knowing the process for developing group synergy while avoiding "Groupthink"
- Creating streamline channels for constructive feedback

Workshop 4: 4 Hours—Logistics and Process Dynamics

"There are critical steps and key issues to address in the facilitation process and participants will leave with a Checklist for Success."

Learn that most meetings are really exercises in implementing change and—

- Discover how to relate the task to existing visions and missions
- See the value in "checking for understanding" both within and outside the group
- Examine an Organizational & Process Transformational Model as the centerpiece of team thinking

Learn how to truly "build" consensus as you go along by—

- Taking charge with agendas that provide direction and flow
- Designing a process and rules for virtual meetings
- Understanding how to maintain clear focus on goal achievement

Learn key negotiating strategies to "stay on task" through—

- Seeking support and handling different kinds of feedback, ..or NO feedback
- Establishing performance standards and measures
- Utilizing decision-making models effectively
- Harnessing "outside" influences to advance your mission