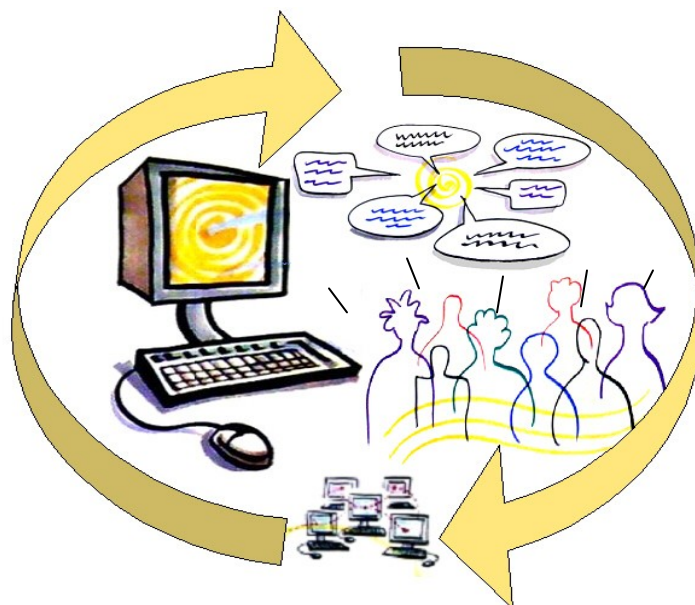


The Virtual Facilitator: Leading Interactive TeleCalls & Webinars

THE VIRTUAL FACILITATOR is an introductory teleclass/webinar learning program on how to get great results from virtual meetings, whether TeleCalls or Webinars, through effective design, facilitation of engaging process, and right use of technology. This series of three 1.5 hour interactive teleclasses offers a practical foundation in the secrets to facilitating **Great Virtual Meetings = Right Technology + Solid Preparation + Interactive Process.** (Timing: March 4, 11, and 18 - 2010.)

Benefits: You will explore the challenges of, and possibilities for, meeting in virtual space, and learn how to achieve greater meeting involvement through sharing information, idea generation and appropriate engagement. You will acquire tools for keeping group focus, for creating interesting and worthwhile meetings, and for ensuring each participant feels they are contributing. You will gain keys and tips for designing and facilitating great meetings, including how to create an effective virtual agenda; encourage interaction; stay in control while encouraging participation; pick the right virtual space; and record meeting outputs.

Who Should Attend: This learning program is for team/project leaders, managers, and instructors - anyone interested in enhancing their overall skill and competency in designing and facilitating engaging virtual meetings, *without* also having to become a 'technical wizard'.



Facilitate more productive and engaging virtual meetings now!

Sample Agenda Topics:

Great TeleCalls

Pre-Readings and Work

- Welcome & Introduction
- Virtual TeleCalls/Webinars:
 - When Appropriate?
 - Challenges of Virtual Space
 - Possibilities & Advantages
- 4 Roles of Virtual Facilitators

Solid Preparation:

- Tips For Designing Effective Conference Call Meetings
- Preparing Participants
- Agreements & Etiquette
- TeleCall Basics & Options
- Tips for Small & Large Groups

Great Webinars

Pre-Readings and Work

- Challenges, Uses, and Benefits, of Web Tools Beyond TeleCalls
- Prepare, Prepare, Prepare!
- Techniques for Designing Interactive Webinars

Proper Technology:

- Useful Tips for Facilitating With Technology
- Range of Virtual Meeting Platforms & Webinar Tools (see option - Panel of Experts)
- Co-Facilitation & 'Lifeguards'
- Tips for Small & Large Groups

Tools, Skills & Techniques

Pre-Readings and Work

- Participant & Learner-Centered Designs

Interactive Process:

- Specific Techniques for Engaging Participants
- Facilitator's Toolkit:
 - Getting Ready
 - Scope & Objectives
 - Staying on Agenda
 - Keeping People Engaged
 - Discouraging Multi-Tasking
 - Difficult Participants
 - Troubleshooting

1.31.2010

Great Virtual Meetings = Solid Preparation + Proper Technology + Interactive Process!

Program Information

Program Leaders



Myriam Laberge (M.A.) As an IAF Certified Professional Facilitator, my work is about dialogue, group alignment, transformation, strategic planning, and collaboration. Through my company Breakthroughs Unlimited (myriamlaberge.ca and breakthroughsunlimited.com), I design, facilitate, consult on, teach, and write about effective, proven, co-creative facilitation processes. I have designed and facilitated several hundred sessions, meetings, conferences, programs, seminars, and other group gatherings involving as few as 10 and as many as 500+ people. Qualified and experienced in a wide range of facilitation methods and processes, I am able to blend, develop, and deliver customized facilitation designs to achieve

the targeted results desired by client organizations. Over the past three decades, I have learned that magic can happen in groups, releasing extraordinary creativity and power. Only rarely does this occur spontaneously and effortlessly. It requires appropriate design, a deeply compelling question, respectful interactions, and effective processes to dialogue and learn together, share, explore, bridge, dream and plan for collaborative action towards the positive future all desire. *'Myriam is extremely skilled in small and large groups and finds ways to ensure broad yet effective participation.'* Pat Kostuk, City of Vancouver



Brenda Chaddock - With 30 years experience in change initiatives and community based leadership with organizations, professional associations and communities, I am trained to facilitate a variety of individual, small, and large group processes including Appreciative Inquiry, Dialogue, Open Space Technology, Art of Hosting Meaningful Conversation, Peer Leadership, and Legacy Leadership®. I bring to facilitation my passion for the compelling questions and a profound belief in the power of the world we can create, when we live at the edge of all our possibilities. I do this through my companies Odyssey Leadership Centre (followtheleader.ca) and Limitless Leadership (limitlessleadership.com). My deep belief that 'together we

are stronger' fuels my passion for peer leadership, mentoring groups, and working with communities and businesses to 'be all they aspire to be. *"Brenda has more ambient energy than anyone I have worked with. Her presence and commitment can be felt in the room and everyone benefits."* -- Richard Littlemore, writer, Director, Hoggan and Assoc., International PR firm

Cost Includes: Handbook, light breakfast, breaks.

Full Fees:

(Register early & save! See next page for details!)

	Program	GST	Total
• General <i>(includes Gov't)</i>	\$495	\$24.75	\$519.75
• Social Profit <i>(not-for-profit)</i>	\$395	\$19.75	\$414.75

• **Information:** Visit Masterful Facilitation Institute website for more information.

Information

- **Web:** Masterful Facilitation Institute (masterfulfacilitation.ca). **Call:** Brenda: 604-929-4290; Myriam: 604-943-9133
- **Email:** registrar@masterfulfacilitation.ca
- **Registration:** **Register Securely Online**
- **Payment Options:** Payment may be made by VISA, cheque, or money order.
- **Cancellation Policy:** All cancellations must be received in writing by email or regular mail, post-marked 15 days in advance of the program. The amount paid less a 20% processing fee will be refunded for cancellations. Following this date, no refunds will be provided, however substitutes may be sent. This policy is negotiable in cases of personal emergency only. We reserve the right to cancel the program for any reason, in which case a 100% refund will be given.

1.31.2010