

The Engaging Facilitator: Conversation Methods for Collaboration & Wise Action

When mutual understanding, partnership and/or collaborative action are the desired outcomes of a meeting involving multiple views, knowing how to engage people in an appropriate flow of meaningful conversations is essential. **The Engaging Facilitator** program is a learning intensive on how to design and facilitate conversational methods in communities and organizations around complex issues, for more cooperative and sustainable results. As a learner in this program, you will experience various methods first hand including when and how to apply the approaches for better outcomes. You will explore the philosophy and values underlying a more co-creative engagement approach for situations with diverse group perspectives and interests. You will take away powerful frameworks, design concepts, facilitation methods and process tools to help groups make informed and wise contributions.



Focus: The program focus is on the keys to successful engagement when working across boundaries and diverse partial views: **Right Convening + Engaging Design + Skillful Facilitation = Great Meeting Outcomes!** Theory and practice are combined around proven participatory methods (e.g., World Café, Open Space, Dialogue, Appreciative Inquiry) for breakthrough thinking, decision-making and collaborative action.

- **Right Convening:** Learn key scope, design and facilitation questions for the full engagement cycle for meetings when the goal is to achieve collective learning and build common ground.
- **Engaging Design:** Understand how to appropriately blend different conversational methods to achieve mutual understanding; reframe conflict; generate and evaluate possible solutions that bridge diverse group needs.
- **Skillful Facilitation:** Anticipate the ways that partial views play out; encourage productive conversations; foster a larger systems view; and facilitate the whole system for collaboration and wise action.

"The course was well structured and custom tailored to meet our needs! I gained insights into different methods used to engage and facilitate stakeholders at a meeting. I am taking away new ways to approach a problem involving group dynamics and how to set up a meaningful engagement process." -- RS *"I gained many valuable new insights such as Partial Views, how to blend methods, and the priceless understanding of the 'essence' of each of these methods! -- KH"*

Who Should Attend: If the meetings and sessions you lead involve cross-functional teams, multiple units and departments, various community partners and organizations, or diverse multi-stakeholder groups - this program is for you! Those who should attend include leaders of organizational and community teams, projects and programs; public involvement, consultation, engagement, and participation practitioners; meeting facilitators; community and organization development consultants and change agents; managers; and educators.

Dates: Nov. 30-Dec.. 2, 8:30 am to 5:00 pm daily. **Where:** Blue Horizon Hotel, Vancouver, BC

Sample Agenda:

Day 1: Methods	Day 2: Engagement Process	Day 3: Blending & Application
<ul style="list-style-type: none"> • Overview & Quick Dive Into Conversation Methods • Partial Views and Need for Collective Learning • Dialogue: Challenge of Working Across Boundaries • Open Space Practice: Collaboration/Wise Action • Open Space Debrief (Theory, Method "How-To's") 	<ul style="list-style-type: none"> • World Café Practice: Crafting Powerful Questions for Authentic Conversation • World Café Debrief (Theory, Method "How-To's") • Meaningful Engagement Process • Case Application of Methods • Principles & Concepts for Facilitating the Whole System in the Room • More on Dialogue; Applications 	<ul style="list-style-type: none"> • Appreciative Inquiry/SOAR Practice (Theory, "How-To's") • Blending Methods & Design • Storytelling Practice • Case Applications • More On Methods, Principles & Concepts (Learner-Needs-Directed) • Harvesting Learnings and Take-Aways

6.17.2009

Right Convening + Engaging Design + Skillful Facilitation = Great Meeting Outcomes!

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 many involving multiple stakeholders. Qualified and experienced in a very 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 Inc. (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, so that they can do what they aspire to do through collaborative processes. *"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>	\$1,895	\$94.75	\$1,989.75
• Social Profit <i>(not-for-profit)</i>	\$1,495	\$74.75	\$1,569.75

- **Early Birds:** See next page for 20%, 15% and 10% savings on fully paid early registrations!
- **Team savings** also available for groups of 3+.
- **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:** info@masterfulfacilitation.ca
- **Register:** Registration Form (*attached, next page Word*) email to registrar@masterfulfacilitation.ca
- **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.

6.17.2009

