



Designed & Delivered by

Bill Cropper

➔ Do you want to...

- ? Get your team working more efficiently together to achieve tasks that really matter
- ? Get people to think together and share ideas more enthusiastically and openly
- ? Keep discussions on track and make better group decisions that are well-supported
- ? Build better relationships and develop more team rapport and cohesion?
- ? Build team commitment to common goals
- ? Focus group energy, unleash creativity and make meetings and group-work fun
- ? Re-invigorate your meetings and make them more productive & participative
- ? Cultivate more collaborative problem-solving and action planning?
- ? Understand what stops teams working well together and remedy dysfunctions
- ? Deal with difficult group moments and constructively channel disagreements?
- ? Get more engagement in team meetings
- ? Forge consensus and create conditions where teams get results they need faster

➔ Why Facilitation?

Because facilitation is fundamental to effective group functioning. Group working can be really effective but the truth is many teams tend to flounder if left entirely to their own devices. Most groups coming together to achieve something pay a lot of attention to what has to be done – the team tasks. They often find it harder to step back and see how they're doing it – the team process seems invisible to them.

Yet to get good results, we have to pay attention not only to *what* the group is doing but *how* they go about it – what processes they use to work through the steps they need to achieve their goals. Without good process, progress stalls, meetings fail, conversations bog-down, good ideas get quashed, opinions polarise, decisions get hijacked, people disengage, actions remain unclear and commitments lapse.

This is where the facilitation role comes in. In it's most general sense, '*facilitate*' means finding ways to '*make it easier*' for teams to do whatever it is they set out to do. All groups work better together when they have a facilitator with the right tools and techniques to help them:

- Set goals, share ideas, solve problems, make decisions and identify what actions to take
- Stay focused on the task, keep on-track, encourage engagement and mediate group conflict
- Steer them through '*crunch-points*' and '*sticky bits*' that arise in all group-working situations

Facilitation isn't just a 'touchy-feely' event to make people feel good. And there's much more to it than just routine "meeting mechanics". Facilitators act as guides to help teams get results and achieve things together faster and more efficiently. It's a philosophy about how to help groups navigate their way through what they have to do in ways that maximise contributions, create cohesion, harness collective ideas and energies – and have fun doing it too.

FACILITATION is a special set of practices, protocols and tools for leading, communicating and working in groups that have evolved over time to help people overcome some of the inevitable and inherent difficulties of group work. Facilitators lead groups by giving them appropriate tools and methods at the right time to tackle the right tasks or steps they're up to. The intent of facilitation is to achieve maximum creativity, involvement and commitment to the task at hand, while channelling conflict and disagreement constructively. Facilitators can come from inside or outside the organisation. Choosing a neutral person to facilitate, who has no stake in the outcomes (and often no decision-making authority either) is more likely to get the group participating fully and working creatively, co-operatively and effectively toward a common goal. Facilitation is useful whenever a group needs to work together to make difficult or complicated decisions. Often facilitators are used as standard procedure for strategic or business planning meetings to keep discussion focused, make sure everyone is heard, and ensure meetings proceed as efficiently as possible. Facilitation improves group effectiveness. It makes group work easier and more efficient and facilitation skills are useful - even critical - at all levels of an organisation.

➔ What will I be able to do?

Fundamental Facilitation equips you with a comprehensive suite of up-to-date facilitation tools, models and techniques you can apply in a wide range of different group-working situations: every-day team problem-solving and decision-making, project or workplace improvement group meetings, strategic planning days, team-building, community consultation and engagement, training, workshop facilitation and classroom teaching.

This highly interactive, hands-on clinic provides plenty of opportunities to practise new skills in a safe and supportive learning environment. Explore new tools and gather valuable tips on how to:

- Help groups you work with generate ideas, share information, sets goals and make decisions
- Plan interesting, productive facilitation sessions and design effective group processes
- Get more engagement and stimulate better group interaction, conversation and creativity
- Read what's going on in groups and choose the right facilitation tool for the job
- Handle challenging group dynamics and enhance the quality of group interaction/behaviour
- Train your teams and groups in how to use facilitation tools effectively for themselves

What people say about Bill's style!

"Bill creates a supportive and safe environment. I feel very comfortable attending your courses as I like your relaxed, open and non-judgemental style as a facilitator and I think you explain the content in a way that is easy to understand and relate to in every day life - on both professional and personal levels." *Pauline Bonnici - Qld Health*

"Bill has a reputation for facilitating difficult assignments with creativity, innovation, energy, patience and a sense of humour." *Viv Read former president, Society for Organisational Learning Australia*

"The facilitation was excellent. Bill is a dynamic, people-focused facilitator and clearly a warm and engaging person who puts everyone at ease to maximise group learning." *Connie Allen - Qld Health*

"You obviously have a talent for bringing out the best in people and helping us learn better ways of going about things through your knowledge, experience, facilitation and sense of humour." *Tameeka Sainsbury - Pacific Pines State High School*

All participants receive a comprehensive take-away Tool-kit with more than 30 robust and easy-to-use facilitation tools you can freely use with groups you facilitate back in your workplace.

➔ What the Clinic covers

This 2-day clinic is packed with models, tools and roadmaps that lay a solid foundation to master most of the aspects that really matter for good group facilitation. With it's focus on asking not telling, engaging and guiding rather than controlling and directing, and pulling together rather than competing, facilitation is a set of skills, a suite of tools and a style of personal communication and 'group-working' everyone can benefit from using.

We imagine most people coming along will have had some experience of group facilitation activities. This clinic will help you become more aware of facilitation processes you may already know and add to the methods and processes you can use in a range of group settings. The

course is dynamic – and we tailor it as we go to the complexion and needs of each participant group, but some of the topics we generally touch on include:

DAY 1 in detail...	DAY 2 in detail...
<ul style="list-style-type: none"> ▣ The facilitator’s role – minding the process ▣ Planning & preparing yourself to facilitate ▣ A 5-stage model for facilitating groups ▣ Rapport - creating collaborative climates ▣ Setting goals & sorting out solutions ▣ Using questions to guide group process ▣ Getting groups to generate & share ideas ▣ Encouraging engagement & participation ▣ Group problem-solving & solution-finding ▣ Maintaining energy and keeping focus ▣ Using divergent or convergent processes ▣ Minding the mechanics of meetings ▣ Designing great facilitation sessions ▣ Tips on using various tools & techniques 	<ul style="list-style-type: none"> ▣ Group dynamics, behaviour & diagnostics ▣ Stages in group growth and development ▣ Facilitating useful discussions & dialogue ▣ Thinking together & sharing perspectives ▣ Analysing situations & sorting priorities ▣ Dealing with difficult group dynamics ▣ Intervening in group processes – 7 levels ▣ Different types of group decision-making ▣ Helping groups to make good decisions ▣ Deciding between options for action ▣ Action planning with event track ▣ Facilitation styles & skills inventory ▣ Setting your own goals & challenges

➤ Who's this workshop for?

Facilitation’s a special kind of leadership that’s not just only for leaders. Groups work better together when everyone has some level of facilitation ability and knowledge of good group process. This practical, action-learning clinic can benefit *anyone* who wants to strengthen their facilitation skills and in the process, boost their personal confidence, communication and team effectiveness: team members, managers, leaders, change agents, community workers, committee members, chairpersons, principals, teachers, councillors, administrators, public sector professionals, learning advisors, new facilitators, trainers and teachers.

Fundamental Facilitation is foundational. If you already have extensive experience facilitating groups and you’re conversant with a wide range of facilitation tools, you may want to consider our advanced facilitation skills program. On the other hand, if you have some basic skills under your belt and want to add to your repertoire of tools to deliver more satisfying facilitation sessions, by all means consider coming along or ring us to talk over your needs.

➤ About your Facilitator...

Bill Cropper, director of The Change Forum, is an accomplished facilitator with a wealth of practical experience accumulated over more than 20 years of helping groups grapple with strategic planning, team-building, visioning, workplace improvement, work process redesign, organisation renewal, community action, cultural change and organisation learning in a wide range of work settings – including Health, Police, Environment, Roads, Rail and Transport, Community and Emergency Services, Defence, Construction, Corrective Services, Electricity and Water, TAFES, Schools, Local Government and Service Industries.

He’s designed and delivered an impressive array of skill development programs for executives, line managers, leaders and workgroups, written numerous facilitation guides and toolkits and trained hundreds of managers, change agents, facilitators, project groups and teams to develop the critical facilitation skills needed to collectively achieve their outcomes – whether it’s leading change, re-shaping a vision, initiating community action or revitalising a work-team.

His work centres on helping people build the conversational, emotional, relational and facilitation skills they need to create vibrant, supportive and safe work cultures. For the past several years,

Bill's run extensive rounds of public *Conversational Coaching, Emotional Intelligence and Leadership Learning* clinics which have benefited thousands of managers, team leaders and other professionals from wide-ranging organisation backgrounds. He is keenly interested in helping organisations cultivate more constructive, connective and compassionate workplaces.

Bill has a down-to-earth, relaxed and outgoing style; personal mastery of a wide range of and facilitation and techniques, tools and processes and works comfortably with people from all levels, occupations and backgrounds. He's been a preferred learning consultant and leadership coach for many public sector agencies, providing facilitation, training and coaching services to senior executives, managers, facilitators, work teams and community groups around leadership capacity-building, team revitalisation, culture change and the application of Peter Senge's 5 Learning Disciplines to help organisations navigate their way through change.

Impressions of Bill's facilitation style!

"I think you are an excellent facilitator Bill, one of the best I have seen." **Helga Biro**, Executive Director, Centacare Cairns

"I really enjoy your style of facilitation - a well balanced mix of theory, practical and humour in a relaxed, fun atmosphere, which makes learning easier." **Mickey Polkinghorne**, Disability Services Qld

"Your style as a facilitator is very inclusive of all participants - you involve everyone, you build a good rapport with your participants, and engage with them on their level. Excellent - keep up the good work!" **Norma Lukies** - Queensland Health

"I really liked your facilitation style and manner of facilitating the group. I learned a lot, not only from the content, but also from your own style. I may even steal a couple of little activities that you used to use in some of my own facilitation." **Alison Rewald** - Community Corrections

➔ **Where? When? And How do I Register?**

Dates for public events are advised on our website and through periodical email circulars and News updates. Contact us direct any time to check current event dates in your region. Course Fee (GST inc) covers program participation, lunch and refreshments each day plus a comprehensive self-coaching Toolkit to assist your ongoing learning back at work. Accommodation and travel are your own responsibility.

Fee discounts are offered for early registration, groups, schools and not-for-profit community organisations subject to advance payment completed no less than 10 days prior to the event. (Enquiries welcome for last minute registration.) Discount periods may be extended from time to time. A Tax Invoice will be provided and venue confirmed on registration. Register on-line at www.thechangeforum.com/Registration.htm or complete the Registration Form at the end of this Brochure and return by Fax or Email – Contact details included below.

➔ **Why not run Fundamental Facilitation in-house?**

If you have 12 or more leaders, staff or even a whole team or working group who want to learn facilitation skills together, you can not only benefit savings-wise from running *Fundamental Facilitation* in-house but also use the experience as a platform for team-building. As well as strengthening relationships, in-house clinics enhance shared understanding and increase the likelihood that people will apply facilitation ideas and tools productively in 'real-time' back in their group or team.

Fundamental Facilitation run in-house can also be tailored to your group's most pressing needs and deal with the real issues they're grappling with. To talk over about customising an in-house *Fundamental Facilitation* clinic for your team, committee or working group, contact **Bill Cropper** on 07-4068 7591.

➔ **Need a Facilitator for your next planning day?**

Whether it's identifying strategies, deciding on options and priorities for action or getting over a hurdle, slump or blockage you're experiencing, The Change Forum can provide expert facilitation assistance for your project team or working group. Contact us direct to talk over how we might be able to help with your next strategic planning or team-building event: phone **Bill Cropper** – Tel: 07-4068 7591 Email: coaching@thechangeforum.com.

➤ Other Programs of interest...

If you're interested in *Fundamental Facilitation* and wondering if we run other related programs that might also be of benefit, you might consider these more specialised areas as adjuncts to your facilitation development:

- **Conversational Coaching:** Tools to apply 7 principles for more powerful, penetrating and constructive conversations. This program is often used by facilitators to expand their repertoire of tools related to facilitating better discussions and dialogue.
- **Dealing with Difficult Discussions:** a conversational coaching 'Master Class' to equip you with tools and processes to convert destructive confrontation into constructive conversation. Good for facilitators looking for explicit tools to handle disagreement and conflicts in groups.
- **Learning to Lead Change:** Using the 5 Disciplines to make change work – Practical concepts, frameworks, steps and tools to effectively initiate, design, plan, lead and monitor change. Can help facilitators who are specifically tasked with facilitating change teams
- **The Coaching Leaders Clinic:** Learning to be a Coaching Leader – Practise-intensive clinic with easy-to-apply tools to help you take more of a coaching approach to leadership. There's an overlap between the tools used for facilitating and coaching. This clinic is also useful for facilitators who find their role drifting into the arena of individual coaching
- **Leading through Teams:** Apply 7 key team design dimensions to form, reform or transform teams. Also good for facilitators who want to add more team design and development tools to their repertoire.

➤ About The Learning-Centred Leadership Series®...

Fundamental Facilitation is derived from Module 6 in our Learning-Centred Leadership Series®. Each module covers a major learning, leadership or change arena that organisations, teams and individuals can undertake intact, tailored or combined in various ways to address particular change or leadership development goals.

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|---|---|
| <input type="checkbox"/> LCL-1: The Learning-Centred Leader | <input type="checkbox"/> LCL-7: Leading Action Learning |
| <input type="checkbox"/> LCL-2: Leading through Vision | <input type="checkbox"/> LCL-8: Leading through Conversations |
| <input type="checkbox"/> LCL-3: Leading Change Management | <input type="checkbox"/> LCL-9: Leading through Coaching |
| <input type="checkbox"/> LCL-4: Leading Work Redesign | <input type="checkbox"/> LCL-10: Mastering Personal Leadership |
| <input type="checkbox"/> LCL-5: Leading through Teams | <input type="checkbox"/> LCL-11: Mental Models for Managers |
| <input type="checkbox"/> LCL-6: Leading through Facilitation | <input type="checkbox"/> LCL-12: Leading with Emotional Intelligence |

➤ Workshops for Work Teams...

Many of us work together for years and never take the time to reflect on how we come across or talk to each other. All teams need to take time-out now and again to work on their team-talk, renew relationships, find ways to discuss difficult issues that get in the way and clarify how they can work better and more constructively together. We regularly design and run tailored team-building interventions for workteams that want to build a more positive team culture, harness commitment to a shared vision and create opportunities for growth and challenge. Contact us to find out how a *Working Better Together* clinic can help your team.

➤ To Contact Us...

For a detailed prospectus, individual program brochures or more information on our leadership learning, coaching, facilitation and change consultancy services, please contact **Bill Cropper** on:

TEL: 07-4068 7591 MOB: 0429-687513 FAX: 07-4068 7555

EMAIL: consult@thechangeforum.com WEB: www.thechangeforum.com



Use THIS FORM OR Register ON-LINE at

<http://www.thechangeforum.com/Registration.htm>

First-in Fees*: Summer \$770 single \$1496 for 2 places
FULL Fee: \$858 pp NFP/Schools \$660 single \$1320 for 2 places

All Fees GST inc.; Register 21 days or more prior for First-In discount; Max 18 places per event; Priority given to paid reservations; Fees current at time of printing but subject to review at discretion of The Change Forum; Fees due on registration, payable 14 days from Invoice & prior to attendance; EFT & Credit Card payment preferred; Fee non-refundable but is transferable up to 14 days prior to event; Substitute welcome; See website for full terms & conditions; NFP = non-Govt Community-based organisations - places may be limited; Fee covers course attendance, guidebook, lunch and refreshments only – travel, accommodation and sundries not included.

▶▶ **YES! Please Register me for [] places to attend**

Fundamental Facilitation at...

Brisbane Rockhampton Cairns Townsville
 Other: _____

on Dates: _____ **Month:** _____

**** Special Offer Code:**

All participants receive a comprehensive Facilitator starter resource-kit at no extra charge

Venue details provided on confirmation of booking; Dates and venues subject to change or cancellation at discretion of The Change Forum. Confirmation of arrangements prior to attendance is the participant's responsibility.

🕒 Please come along by 8.30 am to meet others and be ready for a 9.00am session start
(Timing may vary occasionally please confirm this with us prior to attendance)

▶▶ **Here are my Details...** *(Please duplicate for multiple registrations)*

First Name: _____ **Last Name:** _____

Organisation: _____

Position: _____ **Email:** _____

Address: _____

Ph: _____ **Fax:** _____ **Mob:** _____

Special Catering or Other Needs: _____

Please send Name: _____

Tax Invoice to: Position: _____

Email: _____ **Ph:** _____

▶▶ **EFT Payment to:** TEAM Technologies Forum P/L T/A The Change Forum ACN 074816470
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Payment by Card No: _____ **Expiry:** __ / __

Credit Card: Name: _____ **CSV:** ___

Type: _____
Visa / M-Card Email: _____

Signature: _____ **Tel:** _____

Please COPY or PRINT off this form and EMAIL or FAX back to secure your booking.

▶▶ **More Information?** 📞 Call **Bill Cropper** on 07- 4068 7591 Mob: 0429 - 687 513

💻 Email: your interest to register@thechangeforum.com or FAX: 07-4068 7555