



# Advanced Facilitation: a master class to extend & deepen group-work skills

Looking for ways to hone your existing skills or lift your facilitation to a new level?

## ► Facilitation in-depth...

When you see seasoned facilitators in action, what they do seems seamless. Good facilitation is part discipline, part art. It appears free-flowing, even effortless, but all facilitators follow mental road-maps to work out what to do to next, how to keep momentum and engagement going and keep a close eye on things that help or hinder groups. *That's the discipline part.*

The art is blending the right tools with your own personal style and qualities – how much mindfulness, judgment, intuition, sensitivity, attentiveness, presence and responsiveness you bring to bear on your facilitation. Facilitation isn't just a job – it's a life outlook, a philosophy, a special way of seeing and doing things. Experienced facilitators are always looking for ways to get even better at what they do – to deepen and extend their skills and lift their facilitation to the next level. That's what this master class is about...

## ► What is Advanced Facilitation about?

Designed for facilitators who've already mastered the basics, this 2-day Master Class will help lift your facilitation to the next level. It aims to hone your existing skills and extend your repertoire of techniques by focusing on facilitating deeper, more complex processes, managing more sophisticated multi-stage tools, dealing with more demanding group situations and using more group-driven rather than facilitator-directed approaches.

This master class follows an action learning format with coverage co-designed to meet your emergent challenges and needs but typical topics we may touch on include:

- ▣ Co-designing the class: your personal facilitation challenges
- ▣ Facilitating complexity and conflict in groups
- ▣ Challenging, confronting and stretching groups
- ▣ Understanding your facilitation patterns & style
- ▣ Self-awareness: facilitation hotspots and defensive routines
- ▣ Using dialogue as a deep learning & engagement tool
- ▣ Using your Emotional Intelligence in facilitation
- ▣ Appreciative facilitation approaches: questioning & inquiry
- ▣ Using Fishbowls and other experiential tools
- ▣ Building consensus & commitment to common goals
- ▣ Thinking together & sharing perspectives
- ▣ Dealing with disruptive, dysfunctions & difficult behaviour
- ▣ Guiding groups through difficult moments: 7 levels of intervention
- ▣ Barriers to group learning: the 5 Disciplines & Disabilities
- ▣ Facilitating emergent agendas & action learning
- ▣ Guiding groups through self-directed processes

## ► Who is this Clinic for?

People who have some, little or no prior facilitation experience may find our *Fundamental Facilitation* clinic of more benefit as a start-point. It's usually comprehensive enough to cater for participants from most basic through to intermediate...Sometimes, more advanced facilitation techniques and tools are called for and this is where our master class applies. It's for experienced facilitators who've already mastered the basics and want to tackle more in-depth processes or add to their repertoire of tools – trainers, learning and development practitioners, project managers, executives and team leaders who already take a facilitative approach.

## Do you want to:

- Tackle those facilitation situations you find most challenging
- Lift your level of personal awareness in the way you approach facilitation?
- Extend your facilitation skills and add to your repertoire of facilitation tools?
- Run deeper facilitation processes & more demanding interventions
- Facilitate complex situations & group conflict better?
- Apply more sophisticated, multi-stage or complex tools?
- Deal with disruptive behaviour or more difficult group dynamics ?



## Your Presenter:

**Bill Cropper, director of The Change Forum**, is an accomplished facilitator with a wealth of practical experience accumulated over 20 years of helping groups grapple with strategic planning, culture change, team development, workplace improvement, work process redesign and organisational learning in a wide range of work settings

He's designed and facilitated 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 to collectively achieve their outcomes, whether it's leading change, re-shaping vision, initiating community action or revitalising work-team. Bill has a down-to-earth, relaxed and outgoing style; personal mastery of a wide range of group facilitation tools, techniques and processes and works comfortably with people from all levels, occupations and backgrounds.

*"I really like your facilitation style and manner of facilitating groups. 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

## What about Cost – and how do I Register?

Course Fee (GST inc) covers lunch and refreshments and a comprehensive self-coaching Toolkit designed to assist your ongoing learning back at work. Fee discounts offered for early registration, schools and not-for-profit community organisations subject to payment in advance of attendance on receipt of a Tax Invoice that's provided on registration. Other special offers made from time to time. Fees are not refundable but are transferable up to 14 days prior to an event. Substitute welcome up to commencement. Places limited – early registration encouraged. Standard **Discounts opposite >>>**

**Timing:** 8.30am Arrival – 4.30pm Close each day (unless otherwise advised).

**Registration Form** back page – return by **Fax** or **Email** –OR– register **On-line** at [www.thechangeforum.com/Registration.htm](http://www.thechangeforum.com/Registration.htm). Contacts below.

## Other Related Clinics from the Change Forum

If you're interested in *Advanced or 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:

- 1. Leading through Conversations:** deals with tools to apply 7 principles for more constructive conversations. This clinic is often used by facilitators to expand their repertoire for facilitating better discussions and dialogue.
- 2. Dealing with Difficult Discussions:** a conversational 'Master Class' to help you convert destructive confrontation into constructive conversation. Good for facilitators looking for targeted tools to handle disagreement and conflicts in groups.
- 3. 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
- 4. The Coaching Leaders Clinic:** Practise-intensive clinic with easy-to-apply tools to help you take more of a coaching approach to leadership. There's an overlap between tools used for facilitating and coaching. This clinic is useful for facilitators who find their role drifting into the arena of coaching
- 5. 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.

## Why not run Fundamental or Advanced Facilitation in-house?

If you have 12 or more people who want to learn facilitation skills together, you can not only benefit savings-wise from running a facilitation skills clinic 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.

In-house facilitation clinics can also be tailored to your group's most pressing needs and deal with the real issues they're grappling with. To talk about tailoring an in-house *Facilitation Skills* clinic for your workplace, contact **Bill Cropper** on 07-4068 7591.



### Teambuilding clinics for work teams

We regularly run tailored team-building interventions for work teams that want to build a more positive team culture. *Working Better Together* is the generic label we use for our team improvement approach. 1, 2 or 3 day events – or a series of interventions over several weeks... If you'd like more information on what a *Working Better Together* clinic can do for your team, [contact us](#) for an outline of our approach.

## 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](mailto:coaching@thechangeforum.com).

## Registration Fees...

Enquire about **Special Offers**

21+ days prior:	\$880 p.person
Schools & NFP:	\$726 p.person
Full FEE:	\$925 p.person

**Note:** All Fees GST inc. Fees current at time of printing but subject to review at any time at the discretion of The Change Forum. EFT or credit card payments are preferred. Purchase Orders not accepted as payment. Places limited.

## In-House programs...

Integrate our learning programs into your leadership or organisational capacity-building strategies: conduct them in-house – in standard format or customised to suit the particular needs of your workplace or team. In-house clinics enhance shared understanding, strengthen relationships and increase the likelihood of people applying new ideas productively in 'real-time' back in your workgroup or management team.

Email: [consult@thechangeforum.com](mailto:consult@thechangeforum.com)

## Other Services...

The events outlined in this flyer are only part of what we do. We offer a wide range of other change consultancy, learning, coaching, team development and facilitation services and invite you to contact us (any time) to discuss your needs or issues, how we can help and arrange a quote. [Contact details follow...]

Our current suite of leadership clinics and learning programs also includes: [Follow links to brochures.]

- Leading through Conversations
- Dealing w. Difficult Discussions
- Leading through Teams
- Learning to Lead
- Learning to Lead Change
- Learning to be Coaching Leader
- Leading w. Emotional Intelligence

➤ Review current Course Schedule

## Contact Us...

For individual program brochures or more information on how we might be able to assist you and/or your team, contact **The Change Forum** on:

TEL: 07-4068 7591

FAX: 07-4068 7555

EMAIL: [consult@thechangeforum.com](mailto:consult@thechangeforum.com)

WEB: [www.thechangeforum.com](http://www.thechangeforum.com)

**Bill Cropper – Principal**

MOB: 0429-687513

**Cecily Cropper – Administration**

MOB: 0429-687591

Also Register ON-LINE at <http://www.thechangeforum.com/Registration.htm>

**SPECIAL OFFER DISCOUNTS#:** TO MAY 10  
Full Fee \$825 / \$925 per person NFP & Schools

**Fundamental Facilitation**  
\$726 single \$1397 for 2  
\$660 single \$1254 for 2

**Advanced Facilitation**  
\$770 single \$1452 for 2  
\$693 single \$1320 for 2

All Fees GST inc.; NFP = Non-Govt community-based organisations – discount places may be limited;  
Fees current at time of printing but subject to review at discretion of The Change Forum; Fees due on registration, payable within 14 days of Invoice and prior to attendance; Fee transferable up to 14 days prior but not refundable; Substitute welcome up to commencement; See website for [full terms & conditions](#)  
EFT & Credit Card payment preferred; Card processing fee applies; Purchase Orders not accepted as payment; Priority given to paid reservations;  
Fee covers course attendance, guidebook, lunch and refreshments only – travel, accommodation and sundries not included.

▶ **YES! Please Register me for [ ] place/s to attend**

**Event Title:**   
(Please mark clearly)

**AT Location:**  **ON Days:**  **Month:**

Comprehensive self-coaching Toolkit for the course attending included at no extra charge

Lunch and refreshments included; Venue details provided on confirmation of booking

🕒 Please come along by 8.30am to meet others and be ready for an 9.00am start; approx 4.30pm finish  
(Timing may vary occasionally please confirm this with us prior to attendance)

▶ **Here are my/our Details...** (Please complete all fields wherever possible)

	Participant 1	Participant 2	Participant 3
<b>Preferred Name:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Last Name:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Position Title:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Unit/Div/Dept:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Email:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Tel BH:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Mob:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Catering or other Needs:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Organisation:</b>	<input type="text"/>		
<b>Postal Address:</b>	<input type="text"/>		
<b>City:</b>	<input type="text"/>	<b>State:</b> <input type="text"/>	<b>PCode:</b> <input type="text"/>

▶ **Please Send Invoice to:** **Email:**

**Contact Name:**  **Tel:**

**Position:**  **Fax:**

**Unit/Div:**  **Mob:**

▶ **For Payment by Credit Card (+ Fee 1.3%):** **Email:**

**Name on Card:**  **Type:**

**Card Number:**  **Expiry:**

**Signature:**  **Tel:**

▶ **EFT Payment (on Invoice) to:** TEAM Technologies Forum Pty Ltd Trading as The Change Forum ACN 074816470  
ABN 52074816470 National Australia Bank BSB: 084-472 Acc: 67227-7221

~ SAVE or PRINT & Complete this form then EMAIL or FAX back to secure your booking ~

▶ **More Information?** 📞 TEL: 07-4068 7591 📱 Mob: 0429-687 591 or Bill Cropper: 0429-687513  
📧 EMAIL: [register@thechangeforum.com](mailto:register@thechangeforum.com) 📠 FAX: 07-4068 7555