

# LEADERSHIP & MANAGEMENT

QNET presents:

## ADVANCED FACILITATION SKILLS

Wednesday, April 15, 2020 – 8:15 a.m. to 4:15 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

Do you know the key processes and techniques that make a great facilitator? Facilitating sessions can be rewarding and successful when you have the right tools.

In this workshop, you will develop the confidence and skills you need to facilitate, teach, lead and present to audiences of any size. You will sharpen your ability to use facilitation techniques to effectively manage group dynamics and polish your questioning techniques. You will also discover how to adapt your facilitation style to accommodate the various groups you work with.

### WORKSHOP OBJECTIVES:

- define the role of a facilitator
- determine what to prepare before the session to ensure its success
- identify techniques that encourage participation
- determine how to apply questioning and active listening techniques
- create a positive environment for sharing ideas and opinions
- handle a variety of difficult situations
- overcome the challenges you encounter when facilitating

**DELIVERABLE:** You will create a facilitation skills self-assessment checklist to use when facilitating sessions.

### FACILITATOR: Marie Antaya

Marie is the Director of Eclectic Communications, a highly recognized training and consulting company. As an international speaker, author of four books and adult educator, Marie has shared her expertise with clients in private, non-profit and public sector organizations leading numerous program and course development projects. Using her combined experiences, Marie designs and delivers informative, practical online and offline programs tailored to the audience's needs. Marie has direct adult education training with her certificates in Teaching English as a Second Language, Workshop Facilitation, and Adult Education. She is certified to deliver presentations, workshops and one-on-one sessions using EQ-i 2.0 Emotional Intelligence and Myers-Briggs Type Indicator instruments. Presently, Marie is a board member with Plain Language Association International. Also, she is a Certified Training and Development Professional.

### COURSE FEES & CREDITS – Advanced Facilitation Skills (one day workshop):

This workshop is:

- One of four courses that make up the QNET Certificate in Facilitation & Design (CFD).
- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- This program has been approved for 8 CPHR Continued Professional Development Hours by CPHR Manitoba
- Presented by QNET in partnership with APICS Winnipeg Chapter, Manitoba Aerospace, and Manitoba Education and Training.

Course Fee includes a comprehensive manual filled with job aids, checklists and other great reference materials:

\$399.00 + GST for Members of QNET or APICS or CPHR Manitoba or Manitoba Aerospace / \$469.00 + GST for Non-Members

REGISTER ONLINE at [QNET.ca](http://QNET.ca)



## + Optional Facilitation Session

Tuesday, April 28 – 8:15 a.m. to 12:00 noon

Max 6 participants; Pre-requisite: Advanced Facilitation Skills

This is your opportunity to put into practice the skills you learned at Advanced Facilitation Skills. You will facilitate a 20 minute session and receive a verbal debrief and written assessment. You will also have the opportunity to observe and act as a participant for up to five other participant sessions.

### WORKSHOP OBJECTIVES:

- create a positive environment for sharing ideas and opinions
- build trust and integrity with the group and encourage participation and engagement
- use questioning and active listening techniques to facilitate effectively and test for understanding
- select appropriate activities and facilitate them effectively
- handle a variety of difficult situations
- read the room and make design adjustments to meet the group's needs
- provide constructive feedback

**DELIVERABLE:** You will facilitate a session using the techniques covered at Advanced Facilitation Skills.

### COURSE FEES & CREDITS:

\$249+GST for Members of QNET, APICS, CPHR MB, or MB Aerospace / \$299+GST for Non-Members

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