



Continuing Studies

UNIVERSITY OF WISCONSIN-MADISON

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Facilitating by Heart

April 14-15, May 12-13, July 21-22, Sept 15-16, Oct 13-14, 2015

continuingstudies.wisc.edu/classes/facilitating-by-heart

Facilitating by Heart

A series—to teach team leaders, committee chairs, supervisors, and other group leaders the facilitation skills/tools to support groups in working productively and collaboratively while honoring the voices of all group members.



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Facilitating by Heart

Facilitating by heart implies that one has all the tools and skills that are needed to facilitate with comfort and proficiency, from memory or “by heart.” It also means that the facilitator brings a strong sense of integrity and authenticity to the situation: paying mindful attention to the work of the heart. Someone who facilitates by heart not only cares about getting the task accomplished, s/he also cares about how the work gets done. A facilitator by heart is able to “read the pulse” of the group to sense what individuals need and what the group needs as a whole in order to work productively and collaboratively.

The series supports you in learning how to:

- Create inclusive environments that encourage multiple perspectives and full participation of all group members.
- Understand and capitalize on group members’ learning patterns.
- Use centering to find the mental/emotional clarity to respond effectively to group process.
- Listen without judgment to understand others’ perspectives.
- Ask questions that foster shared understanding.
- Work successfully with conflict to achieve more innovative, sustainable solutions.
- Use practical tools for effective agenda-setting, decision-making, and managing data.

“I feel like we formed a new nation with a new language. Going back to my organization, I will be an ambassador for the land of Facilitating by Heart.”

AMY LUEBKE, FORESTRY SPECIALIST, WI DNR

You learn in a safe, collaborative learning community where you can bring your full self to the learning experience. Your instructors use interactive facilitation methods that address all learning styles. You experience teaching methods such as dialogue, self-reflection, experiential activities, theory, case studies, modeling, coaching, practice using the skills and tools, and fun.

The series is limited to 24 participants so you feel comfortable participating and your specific needs are met by individual feedback and support.

Please note: your attendance is required at all sessions. The series is sequential, with each session building on the skills and tools taught in the previous session. It is not an option to pick and choose which sessions to attend—you must attend them all.

Questions? Contact, program director, Barry Orton, bmorton@wisc.edu, 608-262-2394; program coordinator, Chris Dunleavy, cdunleavy@dcs.wisc.edu, 608-265-4267 or 800-442-4617.

“Facilitating by Heart is the best integrated series of workshops that I have attended. The facilitators have unique styles that bring together people from diverse backgrounds into an uncommon learning and growing community. I recommend this experience to anyone who helps a group of people move together toward a mutual outcome.”

DEBORAH THIES, PROGRAM COORDINATOR, BIRTH TO THREE CONNECTIONS, UNITED CEREBRAL PALSY OF GREATER DANE COUNTY



SESSION 1

April 14-15, 2015

Building the Learning Community, Facilitation Model, Agenda-Setting

How a group begins can set the tone for how well it functions together. We model how to lay the groundwork for creating an effective work group. We'll take the time to discover your goals and honor what you need to do your best learning. We'll share our approach to facilitation and outline the processes we use to support you in and between sessions.

Learn how to:

- Build the foundations for successful work groups.
- Develop and apply group agreements to create safe, inclusive meetings.
- Apply a model of the stages of group development when facilitating a group.
- Design agendas that foster effective task accomplishment and that honor multiple learning styles.

"I can't express in words what this series has done for me both personally and professionally. Kathy and Denise, you are making the world a better place 25 people at a time."

ERIC BANGERTER, VP OF E-COMMERCE, UW CREDIT UNION

SESSION 2

May 12-13, 2015

Utilizing Different Learning Patterns

The Perceptual Thinking Patterns PTP™ model is a concrete tool that teaches how people learn, process, and communicate. Learn how to use visual, kinesthetic, and auditory methods to accomplish the tasks of organizing, integrating, and creating information. In order to support effective group processes, facilitators need to understand how people with the six different patterns approach these tasks.

Learn how to:

- Understand the components of the PTP™ model.
- Identify your own and others' patterns.
- Discover your pattern's biases in facilitation.
- Use PTP™ principles to create inclusive and effective group experiences.

"You are great models for the style, mode, and process of facilitation at its best and most effective."

SHAWN STEEN, VOLUNTEER & OUTREACH COORDINATOR,
LITERACY NETWORK OF DANE COUNTY



SESSION 3

July 21-22, 2015

Centering, Deep Listening, and Skillful Questioning

Centering, the ability to remain grounded, reflective, and attentive to what is happening in the moment, is a foundation skill that can strengthen your ability as a facilitator. When you facilitate from center, you are better equipped to perceive group process and take actions that will support the members' needs.

The ability to listen intently with your whole self is another essential skill. Effective facilitators recognize when people are operating from assumptions and use non-judgmental questions to help clarify perspectives and foster shared understanding of the issues.

Learn how to:

- Use the skill of centering to enhance your abilities to guide group process.
- Support group members in checking out assumptions that may be influencing their thinking.
- Use encouraging responses and inquiry-based questions to elicit and understand multiple perspectives.

"This series has given the participants from my company skills and take-away materials that are immediately applicable. The effect has been tremendous personal and professional growth. There has been a positive ripple effect in our organization among the people we work with."

ROB VAN NEVEL, SENIOR VICE PRESIDENT AND CHIEF MEMBER SOLUTIONS OFFICER, UW CREDIT UNION

SESSION 4

September 15-16, 2015

Transforming Conflict

Many people want to avoid conflict, yet it is a natural aspect of group dynamics. When handled with integrity, the energy of conflict can be used to improve trust and communication among group members. When all group members' perspectives are honored and common ground is achieved, work relationships can be enhanced and more innovative, lasting solutions can be found.

In this session, you have an opportunity to reflect on your attitudes and behaviors in conflict and increase your comfort in working effectively through interpersonal and group conflicts.

Learn how to:

- Distinguish between positions and needs.
- Find common ground and achieve win-win solutions.
- Apply PTP™, centering, and deep listening in a conflict situation.
- Apply conflict transformation skills and tools with work groups.

"Facilitating by Heart is filled with wisdom, humor, and a great deal of compassion. I have facilitated groups for many years and highly recommend it for experienced or beginning facilitators. It is a rich and rewarding course, offering extensive content and tools to encourage individual exploration, application, and enhancement of professional facilitation expertise."

CLAIRE BOX, LAY LEADER, FIRST UNITARIAN SOCIETY, RETIRED NURSING FACULTY, UW-MADISON AND EDGEWOOD COLLEGE



SESSION 5

October 13-14, 2015

Decision-Making, Facilitation Feedback

One of the biggest challenges work groups face is in making effective decisions. In day one, you'll learn how to address the tension between closure and further exploration, create shared understanding of the problem, and facilitate lasting solutions.

Day two will be an opportunity to synthesize and practice everything you've learned. You'll receive concrete, practical feedback on your facilitation skills. You'll explore how to address resistance in the workplace and how to build support for ongoing application of your new skills/tools.

Learn how to:

- Examine the implications of different decision-making approaches in low-and high-stakes decisions.
- Intervene when a group struggles with decision-making.
- Use a model for participatory decision-making.
- Improve your facilitation skills.
- Address challenges to applying these skills/tools.

"This is a vital set of skills for anyone in a leadership role to have. The tools and techniques shared in this course are pure gold."

STEPHANIE SOBCZAK, MANAGER, QUALITY IMPROVEMENT,
WISCONSIN HOSPITAL ASSOCIATION

"The work I've done here has done wonders already in navigating the dynamic of my leadership team as a young manager."

ANDREW JEHL, FORMER QUALITY ASSURANCE TEAM LEADER, EPIC

Your Trainers

Your instructors have more than 50 years of combined experience teaching, facilitating, and consulting with educational, human service, healthcare, governmental, and business organizations. They specialize in communication skills, team development, conflict transformation, diversity issues, and perceptual thinking patterns.

Kathy Germann has facilitated trainings on a broad range of human relations issues since 1982. She's taught on three college campuses, been a manager in two nonprofits, and served as an ad hoc instructor for UW-Madison for 20 years. Kathy brings a deep sense of passion and a healthy sense of humor to her work.

Denise Jess has facilitated trainings on a wide range of human relations issues since the mid-1980s. She taught in a learner-centered classroom for 11 years and has authored published curricula. Denise is deeply committed to supporting learners in creating inclusive environments where the voices of all members are respected.

"Thank you for the thoughtfulness and care that goes into this series. Your passion is clear and contributes to the feeling that we too can make change in our organizations."

GINI KNIGHT, STANDARDS OVERSIGHT COUNCIL COORDINATOR,
WISCONSIN LAND AND WATER CONSERVATION ASSOCIATION

"This is the best use of professional development funds I've ever had. I've never felt more supported and cared for in my learning process."

JOLENE ESTERLINE, AREA COORDINATOR,
UNIVERSITY HOUSING, UW-MADISON



Registration Form

Please register me for

Facilitating by Heart Series

Program #6601, Fee \$1,350

\$675 deposit required to register

Building the Learning Community

April 14-15, 2015

Utilizing Different Learning Patterns

May 12-13, 2015

Centering, Listening and Skillful Questioning

July 21-22, 2015

Transforming Conflict

September 15-16, 2015

Decision-Making, Facilitation Feedback

October 13-14, 2015

ENTER BROCHURE CODE FROM MAIL PANEL: UW#

Contact information

NAME

TITLE

ORGANIZATION

MAILING ADDRESS

CITY / STATE / ZIP

PHONE ()

EVENING/CELL PHONE

E-MAIL

ARE YOU A NATIONAL CERTIFIED COUNSELOR THROUGH THE NATIONAL BOARD FOR CERTIFIED COUNSELORS (NBCC)? YES NO

Payment method

Enclosed is my check payable to UW-Madison.

Please charge \$1,350 fee \$675 deposit to the following account:

MasterCard VISA Am Ex Discover

CARD NO.

EXPIRES

CARDHOLDER'S NAME

Mail to: UW-Madison Cont. Studies Registrations
Pyle Center, 702 Langdon St.
Madison, WI 53706-1487

Call: 608-262-2451 or 800-725-9692
(Wisconsin Relay 711)

Fax: 608-265-3163 or 800-741-7416

Online: continuingstudies.wisc.edu/classes/facilitating-by-heart
Phone, fax or online registrations must include payments by credit card or purchase order.

If you have a disability and desire accommodations, please advise us when you register. Requests are confidential. Programs offered by UW-Madison in cooperation with UW-Extension.

DCS-IMC-10565-12/114

General Information

Schedule

The workshops run daily 8:30am-4:30pm. Registration begins at 8am.

Location

All sessions will take place at the Pyle Center, on the UW-Madison campus, 702 Langdon St. Parking information will be sent with your registration confirmation. The Pyle Center is wheelchair accessible.

Fees

Cost for the five-part series is \$1,350. This fee includes extensive handouts and the book, *The Facilitator's Guide to Participatory Decision-Making*. Some scholarships may be available. A down payment of \$675 is required when you register. You will be billed for the remainder of the fee by the first session. **Please note:** attendance is required at all sessions. The series is sequential, with each session building on the skills and tools taught in the previous session. It is not an option to choose which sessions to attend—you must attend them all.

Enrollment

Limited to 24 participants. Please register early to secure your place in the series.

Accommodations

Please make your own travel/lodging arrangements. Information on accommodations and parking will be sent with your registration confirmation.

Approved credits

1.4 (14 hours) continuing education units will be awarded per two-day session. Credit is awarded by the University of Wisconsin-Madison. The UW-Madison Department of Liberal Arts and Applied Studies (LAAS) is approved as a provider for social work continuing education by the Association of Social Work Boards. LAAS is also recognized by the National Board for Certified Counselors to offer continuing education for National Certified Counselors. For Wisconsin educators, this program may qualify toward your Professional Development Plans (PDPs). Check out our website (continuingstudies.wisc.edu/classes/facilitating-by-heart) or contact your own board or organization for specific continuing education requirements.

Cancellation policy

Participants: If you must cancel and do so up to 10 business days prior to the program, you will receive a full refund minus \$250. If you cancel less than 10 business days prior to the program, or do not attend, you are responsible for the entire fee. **Program:** In the event of bad weather or other emergencies, visit continuingstudies.wisc.edu or call 608-263-4432 to learn whether a Continuing Studies program or class has been cancelled.

For more information

Contact: program director, Barry Orton, bmorton@wisc.edu, 608-262-2394; program coordinator, Chris Dunleavy, cdunleavy@dcs.wisc.edu, 608-265-4267 or 800-442-4617.