

FaciliSkills

The Art & Science of Meeting Management

Course 3—Transformational Leader

Session 1— Building Relationships

Session 2— Individual Motivation, Personality, and Attitudes

Session 3— Dealing with Conflicts

What You Will Learn:

- Why use facilitation in the first place?
- Understanding the “Facilitation Big Picture”
- The value of trusting
- A connection with Maslow’s “Hierarchy of Needs”
- Understanding the “roles” group members play
- The obstacles that impede facilitation
- How individual motivators impact teams
- The role of different motivational styles
- How different temperament types factor into facilitation
- How to deal with anger and prejudice
- How to handle generally “difficult people”
- The elements of conflict and how to manage it
- How “theories of diffusion” come into play
- Observe how the journey from individual thinking transforms into team thinking, thru mastering human relations



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Leader Guide for each course: \$59

Participant Manual for each course: \$59

20% off with Chapter Rewards Dollars



Announcing: **FaciliSkills**

- The Art & Science of Meeting Management!



- End unproductive meetings
- Learn how to bring people together to solve problems
 - Lean forward!!!!

NMA’s new program speaks to the importance of collaborative relationships which open doors, foster productivity, and produce results. The leader who can introduce a culture of participation and run effective meetings can impact the organization exponentially!

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Course 1—Making the SMART Connection

Session 1—Introduction & The Curtain Rises

Session 2—Environmental Controls: Rules of the Game

Session 3—Harvesting the Collective Knowledge of the Group

Session 4—Fostering Commitment

What You Will Learn:

- What teams are supposed to do
- What is a “Dynamic Facilitator”?
- Key facilitation competencies
- Can you facilitate?
- The key meeting management “drivers”
- What should be the “expected outcomes “of a meeting?”
- What constitutes a “successful” meeting?
- Understanding meeting stakeholders
- Knowing what to do “before the curtain rises” on your meeting
- How to control the meeting environment
- Establishing the “rules of the game” on the front end
- Different facilitation techniques
- Creative problem-solving
- How to build consensus
- Why the “tone” of a meeting matters
- How to seek common ground
- Understanding boundaries
- Be careful of what you don’t know

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The Art & Science of Meeting Management

Course 2—The Art and Science of Self-Mastery

Session 1—The Essence of Communication

Session 2—Styles of Communication

Session 3—Communication Skills

Session 4—Cultural Communications

What You Will Learn:

- How to build good working relationships
- The “6 People” in every interaction
- Osmo Wiio’s Communication Maxims
- The impact of interpersonal communication
- What is contextual communication?
- Perception vs reality when it comes to communicating
- How different communication methods impact a meeting
- Why understanding non-verbal communication is key
- Speaking and listening as communication “elements”
- Differing styles of communication
- The “receiving” communicator
- What is your communication sending style?
- How to deal with aggressive, assertive, and passive communicators
- What is empathetic listening?
- How to identify listening “blocks”
- The importance of asking questions
- How to communicate across different cultures