



## Continuing Studies

UNIVERSITY OF WISCONSIN-MADISON

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### **Facilitating by Heart**

**April 17-18, May 15-16, July 24-25, Sept 11-12, Oct 9-10, 2012**

**[www.dcs.wisc.edu/pda/workplace/facilitating.htm](http://www.dcs.wisc.edu/pda/workplace/facilitating.htm)**



# *Facilitating by Heart—Our 10th Year!*



*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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**SESSION 1**  
**April 17-18, 2012**

*Building the Learning Community, Overview  
of the Facilitation Model, Agenda-Setting*

**SESSION 2**  
**May 15-16, 2012**

*Utilizing Different  
Learning Patterns*

**SESSION 3**  
**July 24-25, 2012**

*Centering, Deep Listening  
and Skillful Questioning*

**SESSION 4**  
**September 11-12, 2012**

*Transforming Conflict*

**SESSION 5**  
**October 9-10, 2012**

*Decision-Making,  
Facilitation Feedback*



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# Facilitating by Heart—Our 10th Year!



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.

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 25 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 coordinator, Rick Brooks, [rbrooks@dcs.wisc.edu](mailto:rbrooks@dcs.wisc.edu), 608-265-4077; program associate, Chris Dunleavy, [cdunleavy@dcs.wisc.edu](mailto:cdunleavy@dcs.wisc.edu), 608-263-4431 or 800-442-4617.

## SESSION 1

April 17-18, 2012

### *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.

*"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, Executive Director, Birth to Three Connections

## SESSION 2

May 15-16, 2012

### *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.



### SESSION 3

July 24-25, 2012

#### *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.

### SESSION 4

September 11-12, 2012

#### *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, then 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.

*"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, Former Learning & Development Manager, Lands' End

*"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 9-10, 2012

### *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.

### *Your Trainers*

Your instructors have more than 60 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 18 years. Kathy brings a deep sense of passion and a healthy sense of humor to her work.

**Vida Groman** has worked as a teacher, consultant, and therapist for more than 30 years. She has been studying and teaching Perceptual Thinking Patterns since 1984. Vida uses an eclectic approach, which invites participants to learn through their bodies as well as their minds.

**Denise Jess** has facilitated trainings on a wide range of human relations issues since the mid-1980's. 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.



*“Participating in **Facilitating by Heart** was energizing and revitalizing—thanks to dynamic, skilled and thoughtful facilitation, and engaged participants sharing common interests and concerns. Each session was illuminating in unexpected ways. While learning how groups coalesce, gaining the capacity to generate innovative ideas, and make equitable decisions, I reached a new understanding of my role and responsibilities as a facilitator.”*

—Lindsey Stoddard Cameron, Coordinator of New Faculty Services, University of Wisconsin–Madison

*“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, Former Director of Quality and Systems Improvement, Physicians Plus Insurance Corporation

## General Information

### Schedule

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

### 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 \$1,250. 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 \$600 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 25 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.

*“Every time I thought Facilitating By Heart was going to cover something I already knew, the trainers dove much deeper than I had anticipated. This training gave me many years’ worth of material to work on incorporating into my practice.”*

—Paul Terranova, executive director,  
Lussier Community Education Center

*“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

### 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 Professional Development and Applied Studies (PDAS) is approved as a provider for social work continuing education by the Association of Social Work Boards. PDAS 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 ([www.dcs.wisc.edu/pda/workplace/facilitating.htm](http://www.dcs.wisc.edu/pda/workplace/facilitating.htm)) 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 [www.dcs.wisc.edu](http://www.dcs.wisc.edu) or call 608-263-4432 to learn whether a Continuing Studies program or class has been cancelled.

### For more information

Contact: program coordinator, Rick Brooks, [rbrooks@dcs.wisc.edu](mailto:rbrooks@dcs.wisc.edu), 608-265-4077; program associate, Chris Dunleavy, [cdunleavy@dcs.wisc.edu](mailto:cdunleavy@dcs.wisc.edu), 608-263-4431 or 800-442-4617.





## Greetings!

We'd like to invite you to join the unique learning community of Facilitating by Heart.

What makes Facilitating by Heart unique? This experience is filled with rich opportunities to learn, practice, and integrate a multitude of skills in a supportive environment. Deep connections are nurtured and maintained through the caring attention of facilitators and participants alike. Everyone has the opportunity to experience the sheer joy of being in a learning community that knows how to have fun and do good work.

Our nearly 200 graduates, who hail from five Midwestern states, include professionals in government, education, nonprofit agencies, faith communities, and the corporate sector.

Former participants make it a tradition to "pay it forward" and generously support our scholarship fund to make this experience accessible to more people. If you're unable to attend and would like to support others to do so, please contact our program coordinator, Rick Brooks, [rbrooks@dcs.wisc.edu](mailto:rbrooks@dcs.wisc.edu), 608-265-4077 or program associate, Chris Dunleavy, [cdunleavy@dcs.wisc.edu](mailto:cdunleavy@dcs.wisc.edu), 608-263-4431 or 800-442-4617 to make a donation.

We are deeply grateful for the opportunity to teach and learn about co-creating organizations where relationships matter as we get the job done. We hope you or someone you know will choose to join our learning community, now in its ninth year!

Sincerely,

Kathy, Vida, and Denise

## Registration Form

UW# W55

Please register me for

### Facilitating by Heart Series

Program #8301, Fee \$1,250

\$600 deposit required to register

#### Building the Learning Community

April 17-18, 2012

#### Utilizing Different Learning Patterns

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#### Centering, Listening and Questioning

July 24-25, 2012

#### Transforming Conflict

September 11-12, 2012

#### Decision-Making, Facilitation Feedback

October 9-10, 2012

ENTER 3-DIGIT BROCHURE CODE FROM MAIL PANEL: UW#

### Contact information

NAME

TITLE

ORGANIZATION

MAILING ADDRESS

CITY / STATE / ZIP

PHONE ( )

EVENING/CELL PHONE

E-MAIL

### Payment method

- Enclosed is my check payable to UW-Madison.  
 Please charge  \$1,250 fee  \$600 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:** [www.dcs.wisc.edu/pda/workplace/facilitating.htm](http://www.dcs.wisc.edu/pda/workplace/facilitating.htm)  
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.

DSC-MAC-217-1/11