

## All About



This one-of-a-kind program, developed by NMA, reveals the secrets of the art of people facilitation. FaciliSkills™ teaches that it's "collaborative relationships" which open doors and allow people to work together. The contemporary manager and leader is a facilitator...specially equipped to lead others through both the journey and the process of problem solving and decision making. FaciliSkills™ creates breakthrough levels of trust that can transform a group into a decision-making team. With enhanced performance, cycle times are shortened and costs are reduced. Energy becomes synergy and a new can-do culture emerges.

### **Workshop 1** Making the SMART Connection

"Getting people on the same page is a matter of being 'relationship smart' in all that we do."

#### **Before the Curtain Rises**

Learn how to set the stage for participation and performance

#### **Environmental Controls**

Avoid frustration by creating a productive environment

#### **Setting the Rules of the Game**

Establish parameters and clarify expectations

#### **Harvesting the Collective Knowledge of the Group**

Utilize others' experiences to your advantage

#### **Fostering Commitment**

Understand how buy-in leads to total engagement

### **Workshop 2** The Art & Science of Self-Mastery

"Understanding your communication skills in order to build collaborative relationships."

#### **The Essence of Communication-**

Learn how to provide context in all of your communications

Eliminate "killer non-verbals" that destroy meetings and relationships

#### **Communication Styles that Make You or Break You**

Develop tactics for dealing with aggressive or passive behavior

Unleash your most effective communication style

#### **Critical Skills that Build Unity**

Develop and master active listening skills

Understand how to use "learning" questions

#### **Communicate Across Cultures**

Avoid the "stereotyping trap"

Leverage diversity to advance the group

### **Workshop 3** Transformational Leadership

"Developing an atmosphere of trust to stay on task, manage multiple personalities, and create a decision-making environment."

#### **Methods for developing group consensus**

Understand how different personalities affect meetings and outcomes

Handle people who are not of the same mindset

Negotiate group "Mind Fields" successfully

#### **Creative ways to build momentum**

Use innovative strategies that allow the group to motivate itself

Understand the "mixed bag" of trust

#### **The Core of Personality**

From Maslow to Myers-Briggs... apply the theories that really work

Free one another from attitudes and prejudices that impede progress

#### **The Big Leap of Transformation**

Understand the essence of group development... the tasks and processes

#### **Dealing with conflicting ideas**

Negotiate the minefields of discord and dissent

Encourage conflict to build collaboration

### **Workshop 4** Logistics and Process Dynamics

"Turning energy into synergy through problem solving and decision making"

#### **Meetings are really exercises in implementing change**

Relate the task to existing visions and missions

Learn how to "check for understanding"

Understand how clear focus on core values leads to goal achievement

#### **"Build" consensus as you go along**

Take charge with agendas that provide direction and flow

Design a process and rules for meetings

#### **An audit of meeting management drivers**

Utilize decision-making models effectively

Negotiate unexpected detours

Harness "outside" influences to advance your mission

#### **Decision making and problem solving**

Learn when to optimize and when to compromise

Beyond the channel... navigate the rocks and sandbars hiding beneath the surface