



THE ART OF
BEING
FACILITATIVE

Program Information

Why this program is valuable for your organisation and your people?

Rapidly changing and increasingly complex work environments require us each to adopt a facilitative style of working to make the most of new opportunities and achieve new business imperatives with our people and our clients

As a result of the skills learned in this program:

- ✓ Meetings, consultation forums and facilitated workshops will achieve real business outcomes in shorter timeframes
- ✓ critical difficult conversations will happen in a way that supports productivity and relationships
- ✓ more powerful outcomes with clients and customers will be achieved
- ✓ the tools and approach will rub off on others, increasing the impact of these benefits throughout the business

What makes this different from other facilitation and development programs?

- ✓ Participants do the work: they trial practical tools in real time with constant feedback to maximise their ability to apply in the workplace
- ✓ The program not only focuses on a wide selection of tools, but also prepares each participant to step into a “facilitative” way of working
- ✓ Application of tools and shifts in ways of working and relating are tested and refined in the breaks between program days

Details of the program

This program includes the following content areas:

- Contracting and designing outcome focused processes in the facilitative domains of consulting, coaching, training, process facilitation, leading and managing
- Building the group and the social systems
- Building the focus, personal relevance and common language
- Developing an extensive and practical toolbox of diverging and converging activities and processes
- Creating shifts in energy, pace, space, time and focus to achieve outcomes
- Jointly identifying and designing group and organisational interventions and preventions
- Reflecting and deepening the learning
- Designing and facilitating powerful conversations using a variety of strategies and approaches between individuals and for groups
- Increasing personal and group awareness to build emotional fitness and resilience
- Identifying choices in personal and group orientation to generate increased behavioural flexibility
- Creating awareness and understanding of both the BEiNG and DOiNG of facilitation

Overview of the program

Days 1 and 2 focus on

- Building the group to learn together, building the focus for the program, explaining how we work, clarifying outcomes from the group, identifying focus of learning for each individual, introducing foundational models / frames and language
- Experiential learning activities involving listening, orientation, conversations, emotional fitness, and a variety of preventions and interventions
- Beginning the journey of building individual Facilitation Frameworks for each person

Day 3 focuses on

- Learning about contracting and designing, and using that learning to prepare for co-facilitated delivery on day 4 keeping in mind learning styles
- Simulations, reflections, practical and resourcing activities increasing participants awareness of their facilitation practice and styles and working through the issues of co-facilitation
- Some preparation time for co-facilitations

Day 4 focuses on

- A series of co-facilitated deliveries with learning for all
- Specific feedback for co-facilitators
- Opportunities to see and experience different facilitation processes and tools
- Opportunities to deal with and work through 'fears' of facilitation around 'difficult' group dynamics
- Distilling the learning from the program and identifying next steps in the journey, for some it is setting up or participating in a facilitators' community of practice.

Approach and workload

- The program is experiential in approach. At least two thirds of the program time participants are involved in presenting to their peers and co-facilitating sessions.
- Giving and receiving feedback is a feature of the program. Effective and rigorous feedback processes are designed by participants and given by peers and by the facilitators in formal and informal ways throughout the program.
- Work between sessions is designed by each participant to assist them to meet their individual learning goals and ensure the amount of time spent on these is decided by themselves. Between Days 3 and 4, participants work with a program colleague to design a 30-minute co-facilitated session in which they try out a new process / tool and practice designing preventions and interventions.
- The work outside the program is not onerous—participants are encouraged to practice what they have learned in real-time work situations
- We use two facilitators to model and make best use of two different but complementary styles, giving a much richer experience for all participants. This has the added bonus of modeling co-facilitation which heightens the learning for all.

What past participants have said about the program

“This program could have replaced about three others on leadership, conflict resolution and professional conversations—so much in one program! I have already been recommending this everywhere.”

Doctor, Queensland Health

“This is the best professional development I have ever experienced: it is all so usable.”

Academic and Ethicist

“This program is by far and away the best I’ve ever attended! You will learn practical skills that you can apply not just in a work context but in so many different areas of life—to help you better understand and manage relationships and conversations.

Karyn and Julia are such fantastic facilitators; they created a safe, supported environment that allowed us to learn, practice and seek feedback to be better facilitators.”

Principal Adviser, Queensland Health

Why us? We make a significant difference!

- ✓ Both Karyn Schluter-White and Julia Zimmerman bring to this work more than 20 years of experience in organisational consulting, facilitation and coaching to public sector, private sector and the community sector.
- ✓ Over the last thirteen years we have co-designed and co-facilitated 54 public programs for the **Art of Being Facilitative** and 10 internal programs tailored for specific organisations.
- ✓ Karyn’s and Julia’s combination of qualifications in education, their passion and commitment to training and modelling “being facilitative”, and their depth of expertise, makes them leaders in facilitation training in Australia,