

The Engaging Facilitator

Conversation Methods for Collaboration and Wise Action

The Engaging Facilitator is a learning program on how to facilitate conversational methods across boundaries in diverse organizations and communities for more cooperative and sustainable results. When mutual understanding, partnership and/or collaborative action are the desired outcomes of a meeting involving multiple views, knowing how to design and facilitate an appropriate flow of meaningful conversations is essential.

"Take this course! It will enable and empower you to take on challenges and find solutions in large and small groups, while avoiding conflict and derailment. Great tools to use whatever you need to accomplish with others. Very rich in providing lots of new ideas directly applicable to my job." – RV



Learning Objectives

The program focuses on the theory and “how-to’s” of various conversation methods:

- Learn how to facilitate the proven participatory methods of World Café, Open Space, Dialogue, Appreciative Inquiry and others for breakthrough thinking, decision-making and collaborative action.
- Gain valuable insights on how to appropriately blend different conversation methods to achieve mutual understanding; reframe conflict; and generate novel solutions that bridge diverse system needs.
- Anticipate the ways that partial views play out in diverse groups, and the need to spend time in collective learning through dialogue rather than debate.
- Be able to foster a systems view and to facilitate productive conversations.

Ideal For

If the meetings and sessions you lead involve cross-functional teams, multi-stakeholder groups, and various partners and organizations, this program is for you. Those who should attend include public involvement practitioners, change agents, team/project/program leaders, managers and executives.

"I would absolutely recommend this course! It moved me well beyond the basic facilitation knowledge, skills and experience I previously had. I now have real, practical tools, knowledge and a terrific reference guide to successfully advance myself to the next level of facilitation."- MV

Benefits

You will receive powerful frameworks, design concepts, facilitation methods and process tools to help diverse participants make informed and wise contributions. You will know how to apply a broad range of conversation tools for multi-stakeholder meetings around questions that matter. You will be able to blend techniques and design custom processes for each unique situation. After your next multi-stakeholder facilitation, people will say, "I'm walking out with a fuller understanding of the issue, and I believe others are too. We came up with ideas and solutions that best balance needs and interest, and that all of us can support."

Course Focus

This learning program goes beyond the essential skills for guiding groups (from **The Confident Facilitator** and **The Agile Facilitator**) and focuses on the keys to successful engagement when working across boundaries and with diverse views. The course is designed around our formula for multi-stakeholder settings: Great Multi-Stakeholder Meetings = Right Convening + Engaging Design + Skillful Facilitation.

Sample Agenda Topics

Conversation Tools	Theoretical Concepts
• The World Café	• Partial Views
• Dialogue & Deliberative Dialogue	• System/Holistic View
• Open Space Technology	• Continuum of Engagement
• Appreciative Inquiry	• Engagement Cycle
• Visual Explorer	• Blending Methods
• Storytelling	• Divergence/Convergence
• Helpful Friends (CoP)	

About Us

At Masterful Facilitation Institute, we support your journey to Great Meetings. We build your skill and boost your confidence so you can design and facilitate effective meetings, every time, for any purpose. Every course we teach is grounded in decades of professional facilitation practice and adult education. Our goal is to ensure the highest levels of understanding, retention and transferability, in a safe, inspiring and gracious learning environment.

Registration Information — <http://www.masterfulfacilitation.com/page/register>

For more information and to register, please visit **Masterful Facilitation Institute**. [Email us](#). Call Office: 778-800-9941. Speak to one of our Calgary Organizers: Janice Sharlow - (403) 874-6267. Laurie Maslak - (403) 774-9364

