

Facilitation Skills Program



Who Should Attend

Facilitation skills are important for leaders and team members alike. This program focuses on process skills and it provides practical tools and techniques for effectively guiding groups through meetings, planning sessions, training courses, and presentations. This course is designed for people who:

- Deliver workplace training or information sessions to employees or clients
- Lead meetings or planning sessions with large or small groups
- Manage projects or group outcomes where facilitating group work is essential to success

The Program (3 days)

Day 1 – Adult Learning & Facilitation Theory (June 20, 8:00 am – 5:00 pm)

**Please note, this session will be held at ASET, Suite 1600, 9888 Jasper Avenue, Edmonton*

- Identify how adults learn and know how to motivate participants/learners
- Create and maintain a positive group environment (climate setting)
- Apply key communication skills to move from “presenting” to “facilitating”
- Adapt your presentation skills to become a learner-centred facilitator (engagement)
- Identify how group dynamics evolve and address participant needs accordingly
- Effectively manage an agenda, time and energy

Note: Following Day 1, participants will prepare a 45-minute facilitated presentation as homework for delivery on Day 2.

Day 2 – Facilitation Skills Practice (June 23, 8:00 am - 5:00 pm)

**Please note, this session will be held at Edmonton North PCN, 9499 – 137 Avenue, Edmonton*

- Practice delivering a presentation, using presentation and facilitation techniques (identify strengths and areas for improvement through skills practice)
- Receive feedback from peers and facilitator on presentation and facilitation skills
- Develop coaching/feedback skills by providing peers with feedback on their facilitated presentation
- Identify best practices through peer observation

Day 3 – Dealing with Difficult Participants (June 29, 8:00 am – 5:00 pm)

**Please note, this session will be held at Edmonton North PCN, 9499 – 137 Avenue, Edmonton*

- Know what to do before and during a session to **prevent** challenging situations
- Manage disagreement and conflict between participants, and between yourself and a participant
- Identify problem behaviours and use appropriate responses/strategies
- Manage diversity in the classroom
- Practice delivering a presentation (incorporate feedback from day two and deal with a difficult participant situation) and receive feedback

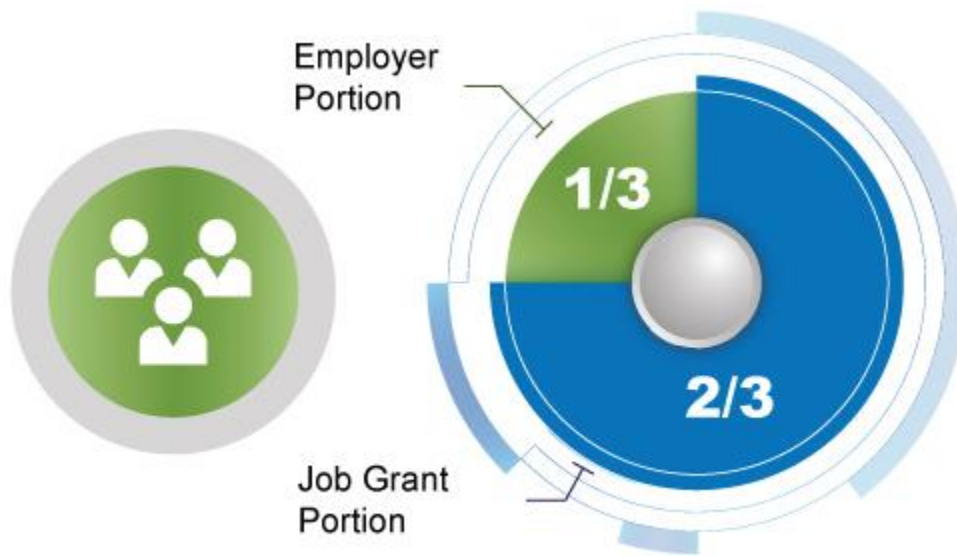
Note: Participants will use the same presentation from Day 2 for the Day 3 skills practice.

Canada-Alberta Job Grant

You can apply for the Canada-Alberta Job Grant to cover part of the costs of this workshop. The Canada-Alberta Job Grant is a great way to subsidize your professional development!

Workshop	\$ 1,500 (+ 5% GST)
Canada-Alberta Job Grant (2/3 of cost)	<u>(\$ 990)</u>
Total cost to you	\$ 510 (+ 5% GST)

You get a value of \$1,500, while only paying \$510!



For more information, check out the Canada-Alberta Job Grant [website](#).

JUNA Consulting is not responsible for job grant applications or approvals

Location

Day 1, June 20:	ASET Office, Suite 1600, 9888 Jasper Avenue, Edmonton
Day 2 & 3, June 23 and 29:	Edmonton North Primary Care Network, 1038 Northgate Centre 9499 – 137 Avenue, Edmonton, AB

Details

- ❖ Workshop cost is \$1,500 + GST
- ❖ Snacks & lunch will be provided each day
- ❖ Participants will receive a manual, supporting materials and valuable takeaways
- ❖ 3 or more participants from the same organization receive a 10% discount per person
- ❖ CPHR participants can claim 24 CPD hours for this program

To register, please email julianna@junaconsulting.com or call Julianna at (780) 619-6363.
Space is limited – register now! Registration closes on June 16th, 2017

Registration & Payment Terms

- Payment is required at time of registration and can be made by Visa, Mastercard, company or personal cheque, or e-transfer. Once payment is received, your participation will be confirmed with an email sent to the email address you provide.
- There is a no cancellation policy and payment is non-refundable.
- JUNA reserves the right to cancel the session if minimum participant numbers are not met.
- It is the responsibility of the participant to apply for the Canada-Alberta Job Grant. JUNA accepts no responsibility for the application nor for the outcome. Refunds cannot be given under any circumstances.

About the Facilitator



Julianna Cantwell, CACE, CPHR

Julianna Cantwell is the President of JUNA Consulting Inc., a strategic human resources consulting practice that helps organizations improve individual and group performance. Specializing in learning & development for 20 years and communications for more than 15 years, Julianna logs over 100 days a year speaking and facilitating learning. Julianna is a graduate from the University of Alberta, NAIT, and MacEwan University and is a Chartered Professional in Human Resources (CPHR). She is a Past President of the Human Resources Management Association of Edmonton and a former Director on the board of Alberta Women Entrepreneurs, and is currently Chair of the HR Advisory Committee for NAIT and Vice Chair of the Self-Regulation Policy Advisory Group for the Human Resources Institute of Alberta, and she serves as a Director on the Board for Little Warriors.