Facilitating by Heart — 2020

LIMITED ENROLLMENT. REGISTER SOON!

Help your group work in a more productive, collaborative way. This series teaches group leaders how to support their members while honoring all of their voices.


continuingstudies.wisc.edu/classes/facilitating-by-heart
Facilitating by Heart—2020

Facilitating by heart implies that one has all the tools and skills needed to facilitate with comfort and proficiency, from memory or “by heart.” It also means 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, he or she also cares about how the work gets done. Someone facilitating by heart is able to read the “pulse” of the group to sense what is needed for productive, collaborative work.

Learn 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 the 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 data management

"I've never taken a course where every single component was so well thought-out, executed, and served a purpose. Thank you for creating and giving such value to this broad professional community."

—KELLY MAYNARD, OUTREACH SPECIALIST, UW CENTER FOR INTEGRATED AGRICULTURAL SYSTEMS AND UW CENTER FOR COOPERATIVES

You learn in a safe, collaborative community where you can bring your full self to the experience. Your instructors use interactive facilitation methods that address a range of 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 24 people so you feel comfortable participating, and your specific needs will be met through 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.

Questions? Contact program director Laura V. Page at laura.page@wisc.edu or 608-890-3627.

"Facilitating by Heart has already transformed my leadership and management styles and has opened me up to new ways of relating with others at work and at home. I anticipate the skills I've learned will pay dividends for years to come. Kathy and Denise create a safe, fun, and unique environment for deep learning and self-reflection."

—COURTNEY BERNER, EXECUTIVE DIRECTOR, UW CENTER FOR COOPERATIVES

"Facilitating by Heart equipped me with the technical and, more importantly, the emotional tools to help people work better together. It provided an environment in which I could experience the delight, discomfort, and power of conflict and collaboration. I recommend it highly for anyone looking to improve as a team member, manager, or facilitator."

—MATT COVERT, COMMUNITY PLANNER, CAPITAL AREA REGIONAL PLANNING COMMISSION
**Session 1—Apr 14-15**

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

We model how to create an effective work group as we establish a learning community. Discover the importance of maintaining balance between the dynamics of task and process, as well as their implications for group development stages and agenda design. You also have the opportunity to prepare a meeting agenda to use in your organization.

Learn how to:
- Create group agreements to establish a productive work climate
- Apply a model for the stages of group development
- Design outcome-based agendas with clearly defined purposes
- Select multimodal processes to enhance participation and achieve agenda outcomes

**Session 2—May 12-13**

**Utilizing Different Learning Patterns**

The Perceptual Thinking Patterns (PTP™) model is a tool that teaches how people learn, process, and communicate. Learn how to use visual, kinesthetic, and auditory methods to organize, integrate, and create information. To support effective group processes, facilitators need to understand how people with each of the patterns approach these tasks.

Learn how to:
- Notice how our minds use visual, auditory, and kinesthetic modalities to organize, process, and create
- Recognize which of the six patterns matches the way your mind learns and communicates
- Explore the biases, gifts, and challenges of each of the six patterns
- Identify ways to create mutual adaptations between different thinking patterns and the benefits of diverse perspectives

“Facilitating by Heart uses a comfortable progression and variety of learning methods to help us better understand our facilitator roles and create space for more authentic, richer, fuller communication. This is no ordinary seminar—expect life-changing and sustained positive change in how you relate to others.”

—TOM PUCHALSKI, PRIVATE WATER ENFORCEMENT COORDINATOR, WISCONSIN DEPARTMENT OF NATURAL RESOURCES

“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, PROJECT MANAGER, UW HEALTH, THE AMERICAN CENTER HOSPITAL

“This process has deepened my understanding of myself and has given me skills, confidence, and inspiration to ‘work differently.’ The positive feedback from peers and the successes at work have been immediate and genuine. This stuff works!”

—KATIE MYHRE, PROGRAM DEVELOPMENT MANAGER, RISE
Session 3—Jul 21-22
Centering, Deep Listening, and Skillful Questioning

Centering, the ability to remain grounded, reflective, and attentive to what is happening in the moment, is a foundational skill that can strengthen your impact as a facilitator. When you facilitate from center, you are better equipped to perceive the group process and take actions that support members’ needs.

Listening intently with your whole self is another essential skill. Effective facilitators recognize when people are operating from assumptions. They use nonjudgmental questions to help clarify perspectives and foster shared understanding of the issues.

Learn how to:
• Use a tool for checking out assumptions before they escalate to conflict
• Discern between observable data and spin
• Center to access your best thinking and engage with integrity
• Use encouraging responses and questions of inquiry to elicit and understand different perspectives

“Working in the engineering environment, we are constantly looking at data and facts for problem-solving and decision-making. We don’t normally consider human factors beyond data. Facilitating by Heart has developed my greater interest in considering the needs of people and their contributions during meetings and using this input to develop a better product.”

—MATT ALLEN, ASSISTANT OPERATIONS ENGINEER, MADISON METROPOLITAN SEWERAGE DISTRICT

Session 4—Sep 15-16
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, you can enhance work relationships and find more innovative, lasting solutions.

In this session, you have an opportunity to reflect on your attitudes and behaviors in conflict and increase your comfort in working with conflict.

Learn how to:
• Examine the impact your history with conflict has on you and your current responses to conflict
• Distinguish among the four basic responses to conflict
• Look beyond positions to identify and express underlying needs
• Find common ground and generate win-win solutions

“Facilitating by Heart is one of the best investments you could make in yourself. I learned that getting the space to practice the way people best process information yields more engagement, productive conflict, and lasting decisions. I valued seeing the skills and concepts I was learning in action. Denise and Kathy practice what they preach.”

—SUSAN CROWLEY, STAFF AND PARTNER SERVICES SECTION CHIEF, WISCONSIN DEPARTMENT OF NATURAL RESOURCES
Session 5—Oct 13-14
Decision-Making, Facilitation Feedback

One of the biggest challenges work groups face is making effective decisions. On 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 also explore how to address resistance in the workplace and how to build support for ongoing application of your new skills and tools.

Learn how to:
• Understand the benefits of an explicit decision-making rule
• Assess the pros and cons of different decision-making rules
• Use a tool to discern the level of agreement
• Apply what you've learned by designing and facilitating a group meeting

"It was exciting to be part of an environment where the facilitators practice what they preach. Denise and Kathy model clear expectations, open communication, and consideration for individual differences in learning styles. They set a standard for imitation that has been invaluable as I continue to work on improving my own facilitation skills."

—KATIE PAAR, DIRECTOR OF ACADEMIC ADVISING AND DEVELOPMENT, SCHOOL OF HUMAN ECOLOGY, UNIVERSITY OF WISCONSIN–MADISON

"Everything about this experience is so experiential and applicable. Facilitating by Heart gave me a supportive space to reflect on my experiences and introduced me to new and complex ideas. I’ll be able to practice and expand on the valuable skills I’ve learned here throughout the course of my career."

—HEATHER FERGUSON, COORDINATOR, ORIENTATION OPERATIONS, UW–MADISON

About Your Facilitators

Your instructors have more than 60 years of combined experience teaching, facilitating, and consulting with educational, human service, health care, governmental, and business organizations. They specialize in communication skills, conflict transformation, diversity/inclusivity, team development, and Perceptual Thinking Patterns™.

Kathy Germann brings 30-plus years of experience teaching, consulting, facilitating, and coaching more than 300 client groups across the country. She has served as an ad hoc instructor for UW–Madison for over 25 years and has taught more than 15,000 learners. Prior to starting her own business in 1993, she taught on three college campuses and was an executive director in the nonprofit sector. Kathy brings a deep sense of passion and a healthy sense of humor to her work.

Denise Jess is the CEO/Executive Director of the Wisconsin Council of the Blind and Visually Impaired. From 1995 to 2016 she operated a consulting and coaching practice, facilitating trainings on a wide range of human relations issues. In her early career, Denise taught elementary-aged children. She has also written curricula for all ages. Denise is deeply committed to supporting learners in creating inclusive environments where the voices of all members are respected.

"Facilitating by Heart facilitates a learning experience that challenges your thinking around assumptions, feelings, and underlying needs and carries you to a new place of personal and professional understanding."

—JAIME JOHNSON, DIRECTOR OF COMMUNITY PARTNERSHIPS, UW CREDIT UNION

"The facilitation, deep listening, and community-building skills I learned in Facilitating by Heart have transformed my professional life—including leading to a new job that energizes me!"

—KATRINA PHELPS, COMMUNITY LIAISON AND COMMUNICATIONS SPECIALIST, WISCONSIN NETWORK FOR RESEARCH SUPPORT (WINRS), UW–MADISON
**General Information**

**Schedule**
The workshops run 8:30 a.m.-4:30 p.m. daily. Registration begins at 8 a.m.

**Location**
All sessions will take place at Pyle Center, 702 Langdon St., on the UW–Madison campus. Parking information will be sent with your registration confirmation. Pyle Center is wheelchair accessible.

**Fees**
This five-part series has a standard rate of $2,450 and a rate of $1,950 for government agencies, nonprofit organizations, nonprofit educational institutions, and public sector organizations. If you have questions about eligibility, contact the program director.

Fees include lunch, extensive handouts, and a copy of *The Facilitator’s Guide to Participatory Decision-Making*. Scholarships may be available.

**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.

**Enrollment**
Limited to 24 participants. Please register early to secure your place.

**Accommodations**
Please make your own travel and lodging arrangements. Information on accommodations and parking will be sent with your registration confirmation.

**Approved hours and continuing education credits**
A total of 70 continuing education hours is awarded for completion of the series.

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**Cancellation policy**
If you cancel your registration 10 or more business days prior to the start of the series, you will receive a full refund, minus a $250 administrative fee. If you cancel less than 10 business days prior to the start of the series, or do not attend, you are responsible for the entire fee. In the event of bad weather or other emergencies, visit continuingstudies.wisc.edu or call 608-263-4432 to learn whether a Continuing Studies program or class has been canceled.

**For more information**
Contact program director Laura V. Page at laura.page@wisc.edu or 608-890-3627.

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**Registration Form**

Please register me for:

**Facilitating by Heart Series—2020**
Program #0880-21-PDAS
($2,450 standard, $1,950 government/nonprofit)

- **Building the Learning Community**—Apr 14-15
- **Utilizing Different Learning Patterns**—May 12-13
- **Centering, Deep Listening, and Skillful Questioning**—Jul 21-22
- **Transforming Conflict**—Sep 15-16
- **Decision-Making, Facilitation Feedback**—Oct 13-14

Are you a National Certified Counselor through the National Board for Certified Counselors (NBCC)?

- [ ] YES
- [ ] NO

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**Online:**
 continuingstudies.wisc.edu/classes/facilitating-by-heart

Phone, fax, and online registrations must include payments by credit card or purchase order.

If you have a disability and require accommodations, please contact Andy Richardson, 608-262-0557, andy.richardson@wisc.edu. Requests are confidential.

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