

# CERTIFICATE IN FACILITATION & DESIGN (CFD)

The Certificate in Facilitation & Design (CFD) is made up of four workshops; each can be taken on its own or combined into the CFD:

- Performance Development & Learning
- Session Design
- Advanced Facilitation Skills (+ Optional Facilitation Session)
- Facilitation in a Virtual Environment

## WHO SHOULD ATTEND?

- Managers and other professionals who support performance improvement
- Human Resources and Learning Development professionals
- Independent consultants, trainers and facilitators



Participants will receive a comprehensive manual filled with job aids, checklists and other great reference materials at each workshop. Those who register for the full CFD receive a discounted registration fee and one hour of complimentary follow-up coaching / consulting on a project of their choice (to be arranged directly with the course facilitator; additional consulting or coaching is available for a fee).

## PERFORMANCE DEVELOPMENT & LEARNING – Wednesday, March 11

When addressing individual and team performance, a typical approach is to identify training needs, develop or select a training program and other structured learning experiences, then evaluate at the reaction and learning levels. Unfortunately, this method can be ineffective, unnecessary and expensive. Often it does not result in the expected performance change.

In this workshop, you will examine how to identify and achieve performance excellence that is linked to business goals. You will discover what it takes to achieve the expected performance and develop a plan to achieve desired results.

### Workshop Objectives

- understand performance and motivation
- lead and support performance improvement initiatives
- build accountability and set clear goals
- identify what to focus on when measuring and analyzing performance
- determine when training is the appropriate approach
- ensure employees have the opportunity to perform in a supportive environment
- use a performance mapping process to identify and propose business goals, performance requirements, along with training and work environment needs

Deliverable: You will solve a current performance improvement challenge using the techniques covered in the workshop.

## SESSION DESIGN – Wednesday, March 25

Do you design workshops, facilitated sessions, meetings, consultations or educational marketing events? No matter what type of session it is, design is a key factor in its success.

In this workshop, you will learn how to transform your knowledge and expertise into a captivating session by discovering different ways to move beyond the content to the all-important participant experience. You will use a practical process for designing sessions that meet the session goals, have clearly defined objectives, include appropriate activities, and incorporate an evaluation process.

### Workshop Objectives

- apply theories of adult learning to session design
- determine the context of your session and realize how it drives your design decisions
- conduct an audience analysis to align the session with audience needs and expectations
- select the right activities to meet session goals
- apply a five-step model to design your session
- add tools to help the audience retain information better and longer

Deliverable: You will design a session of your choice using the techniques covered in the workshop.

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Presented by:

In partnership with:



Register at [QNET.ca](http://QNET.ca) or contact QNET for more information: [mail@qnet.ca](mailto:mail@qnet.ca) / (204) 949-4999

## ADVANCED FACILITATION SKILLS – Wednesday, April 15

Do you know the key processes and techniques that make a great facilitator? Facilitating sessions can be rewarding and successful when you have the right tools.

In this workshop, you will develop the confidence and skills you need to facilitate, teach, lead and present to audiences of any size. You will sharpen your ability to use facilitation techniques to effectively manage group dynamics and polish your questioning techniques. You will also discover how to adapt your facilitation style to accommodate the various groups you work with.

### Workshop Objectives

- define the role of a facilitator
- determine what to prepare before the session to ensure success
- identify techniques that encourage participation
- determine how to apply questioning and active listening techniques
- create a positive environment for sharing ideas and opinions
- handle a variety of difficult situations
- overcome the challenges you encounter when facilitating

Deliverable: You will create a facilitation skills self-assessment checklist to use when facilitating sessions.

### + Optional Facilitation Session – April 28

Put into practice the skills learned at Advanced Facilitation Skills. You will facilitate a 20 minute session, then receive a verbal debrief and written assessment.

#### Workshop Objectives:

- create a positive environment for sharing ideas, opinions
- build trust and integrity with the group and encourage participation and engagement
- use questioning and active listening techniques to facilitate effectively and test for understanding
- select appropriate activities and facilitate them effectively
- handle a variety of difficult situations
- read the room and make design adjustments to meet the group's needs
- provide constructive feedback

DELIVERABLE: You will facilitate a session using the techniques covered at Advanced Facilitation Skills.

## FACILITATION IN A VIRTUAL ENVIRONMENT – Wednesday, April 29

Meetings, presentations and learning events are more frequently being offered in virtual environments where it can be challenging to keep groups focused and on track.

In this workshop, you look at the unique challenges of virtual facilitation and develop the ability to use a variety of interactive techniques and activities that create successful virtual sessions. You will be able understand how to use your presentation software functions to increase engagement, establish motivation and maximize participation. You will also look at techniques to manage time, keep the group's attention, and meet the session goals.

### Workshop Objectives

- apply theories of adult learning to virtual session design and facilitation
- identify opportunities to create interactivity using activities and feedback
- determine how to best make use of virtual presentation software to engage participants
- establish and maintain a positive climate in a virtual environment
- create audience-focused objectives
- verbalize transitions and link activities
- troubleshoot common virtual session issues

Deliverable: You will design a virtual session of your choice using the techniques covered in the workshop.

Note: A virtual workshop demonstration will be offered on April 30 at 9:30 a.m.

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## FACILITATOR: Marie Antaya

Marie is the Director of Eclectic Communications, a highly recognized training and consulting company. As an international speaker, author of four books and adult educator, she has shared her expertise with clients in private, non-profit and public sector organizations leading numerous program and course development projects. Using her combined experiences, Marie designs and delivers informative, practical online and offline programs tailored to the audience's needs. Marie has direct adult education training with her certificates in Teaching English as a Second Language, Workshop Facilitation and Adult Education. She is certified to deliver presentations, workshops and one-on-one sessions using EQ-i 2.0 Emotional Intelligence and Myers-Briggs Type Indicator instruments. Marie is a board member with Plain Language Association International. Also, she is a Certified Training and Development Professional.

## PROGRAM FEES & CREDITS:

Full attendance and participation is required to receive the CFD / course credit. CFD workshops are also all eligible as follows:

- Optional courses in the 70 credit hour QNET Certificate in Management Development (CMD).
- Optional courses in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Each workshop is approved for 8 CPHR Continued Professional Development Hours by CPHR Manitoba.

CERTIFICATE / COURSE FEES include a comprehensive manual filled with job aids, checklists and other great reference materials:

- Individual workshops: \$399 + GST for Members of QNET or APICS or Manitoba Aerospace / \$469 + GST for Non-Members
- CFD\* (4 workshops): \$1,399 + GST for Members of QNET or APICS or Manitoba Aerospace / \$1,699 + GST for Non-Members

\* Included in the CFD (4 workshop) fee is one hour of complimentary follow-up coaching / consulting on a project of your choice.

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