

QNET CERTIFICATE IN FACILITATION & DESIGN (CFD)

The QNET Certificate in Facilitation & Design (CFD) is made up of four workshops designed to be offered as full day workshops. In light of the COVID pandemic, courses will be offered in a virtual / online format in the winter/spring of 2021. The virtual format includes pre-work, a half day of live virtual training, and a post-work assignment (feedback provided). Each of the four workshops can be taken on its own. There is a discounted fee if all four courses are taken in one season.

- Performance Development & Learning – February 9
- Session Design – February 23
- Advanced Facilitation Skills – March 9
- Facilitation in a Virtual Environment – March 23
Alternate date: Friday, January 29

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 comprehensive learning materials, job aids, checklists and other great references. Register for the CFD Package (four workshops) and receive a discounted registration fee + a half 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 – Tuesday, February 9

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 – Tuesday, February 23

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:



ADVANCED FACILITATION SKILLS – Tuesday, March 9

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.

FACILITATION IN A VIRTUAL ENVIRONMENT – Tuesday, March 23 or January 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.

FACILITATORS: Marie Antaya & Susan Portelance

Marie Antaya is the Director of Eclectic Communications, a highly recognized training and consulting company. As an international speaker, author of four books and adult educator, Marie has shared her expertise with clients in private, non-profit and public sector organizations leading numerous program and course development projects. Marie designs and delivers informative, practical online and offline programs tailored to the audience's needs. Marie has direct adult education training with certificates in Workshop Facilitation and Adult Education. She is certified to deliver workshops and one-on-one sessions using EQ-i 2.0 Emotional Intelligence and Myers-Briggs Type Indicator instruments. Presently, Marie is also a Certified Training and Development Professional. **Susan Portelance** is an associate of Eclectic Communications and brings to the classroom over 10 years of training experience and four years of Toastmasters participation where she has honed her public speaking and leadership skills. Susan has completed training in adult education, presentation skills and coaching skills. 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 (Certificate in Applied Management) in partnership with University of Manitoba, Continuing Education.
- Each workshop is approved for 8 CPHR Continued Professional Development Hours by CPHR Manitoba.

COURSE / CERTIFICATE FEES:

- Each workshop: \$399+GST for QNET Members or Partners (see below) / \$469+GST for Non-Members
- **CFD Package*** (take 4 workshops at once): \$1,399+GST for QNET Members or Partners (see below) / \$1,699+GST for Non-Members

* Includes a half hour of complimentary follow-up coaching / consulting on a project of your choice

PRESENTED BY: QNET

PARTNERS:

APICS Winnipeg Chapter
Manitoba Aerospace

CPHR Manitoba
Manitoba Economic Development & Training

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