


University of Wisconsin–Madison
Division of Continuing Studies
Professional Development & Applied Studies
610 Langdon Street
Madison, WI 53703-1195

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Facilitating by Heart

A series—

*to teach team leaders, committee chairs, supervisors,
and other group leaders the facilitation skills/tools
to support groups in working productively and
collaboratively while honoring the voices of all group
members. Attendance is required at all sessions.*



Facilitating by Heart

A series to teach team leaders, committee chairs, supervisors, and other group leaders the facilitation skills/tools to support groups in working productively and collaboratively while honoring the voices of all group members.

May 28-29

Session 1

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

July 15-16

Session 2

Utilizing Different Learning Patterns

September 9-10

Session 3

***Centering, Deep Listening
and Skillful Questioning***

October 14-15

Session 4

Transforming Conflict

November 5-6

Session 5

Decision-Making, Facilitation Feedback



Facilitating by Heart

Facilitating by heart implies that one has all the tools and skills that are needed to facilitate with comfort and proficiency, from memory or “by heart.” It also means that 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, s/he also cares about how the work gets done. A facilitator by heart is able to “read the pulse” of the group to sense what individuals need and what the group needs as a whole in order to work productively and collaboratively.

The series will support you in learning 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 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 managing data.

Our approach to training is to create a safe, collaborative learning community where you can bring your full self to the learning experience. We use process-oriented, interactive facilitation methods that address all learning styles. Our teaching methods include dialogue, self-reflection, experiential activities, videos, theory, case studies, modeling, coaching, practice using the skills and tools, and fun.

Attendance in the series is limited to 25 participants so we can create a learning environment where you feel comfortable participating and where we can attend specifically to your needs by offering individual feedback and support.

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. It is not an option to pick and choose which sessions to attend—you must attend them all.

Questions? Contact Kristine Bruns at 608-263-4431, 800-442-4617, or kbruns@dcs.wisc.edu.



Session 1

Building the Learning Community, Facilitation Model, Agenda-Setting

May 28-29

How a group begins can set the tone for how well it functions together. We will model how to lay the groundwork for creating an effective work group. We'll take the time to discover your goals and honor what you need to do your best learning. We'll share our approach to facilitation and outline the processes we'll be using to support you in and between sessions.

You will learn how to:

- Build the foundations for successful work groups.
- Develop and apply group guidelines to create safe, inclusive meetings.
- Apply a model of the stages of group development when facilitating a group.
- Design agendas that foster effective task accomplishment and that honor multiple learning styles.

“If I had to pick a workshop that should be required for all of us, PTP™ would be on the short list. Its universal application to all aspects of our lives makes it a great investment in learning. The instructors are great and the content practical.”

—Tom Mosgaller, Director of Human Relations Organizational Development, Marshall Erdman & Associates Inc.



Session 2

Utilizing Different Learning Patterns

July 15-16

The Perceptual Thinking Patterns PTP™ model is a concrete tool that teaches how people learn, process and communicate. We use visual, kinesthetic and auditory methods to accomplish the tasks of organizing, integrating and creating information. In order to support effective group processes, facilitators need to understand how people with the six different patterns approach each of these tasks.

You will learn how to:

- Understand the components of the PTP™ model.
- Identify your own and others' patterns.
- Discover your pattern's biases in facilitation.
- Use PTP™ principles to create inclusive and effective group experiences.



“Exquisitely respectful of all participants.”

—P.B. Poorman, PhD

Professor, UW-Whitewater



Session 3

Centering, Deep Listening and Skillful Questioning

September 9-10

Centering, the ability to remain grounded, reflective, and attentive to what is happening in the moment, is a foundation skill that can strengthen one's ability as a facilitator. When we facilitate from center, we are better equipped to perceive group process and take actions that will support the members' needs.

The ability to listen intently with one's whole self is another essential skill. Effective facilitators recognize when people are operating from assumptions and use non-judgmental questions to help clarify perspectives and foster shared understanding of the issues.

You will learn how to:

- Use the skill of centering to enhance your abilities to guide group process.
- Support group members in checking out assumptions that may be influencing their thinking.
- Use encouraging responses and inquiry-based questions to elicit and understand multiple perspectives.



Session 4

Transforming Conflict

October 14-15

Many of us may 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 between group members. When all group members' perspectives are honored and common ground is achieved, then work relationships can be enhanced and more innovative, lasting solutions can be found.

In this session, you will have an opportunity to reflect on your attitudes and behaviors in conflict and increase your comfort in working effectively through interpersonal and group conflicts.

You will learn how to:

- Distinguish between positions and needs.
- Find common ground and achieve win-win solutions.
- Apply PTP™, centering and deep listening in a conflict situation.
- Apply conflict transformation skills and tools with work groups.



"I would strongly recommend The Art of Conflict Transformation to anyone seeking a class that goes beyond the standard "management" fare in this area. The instructors bring new and valuable insights by presenting the information in a way that not only "thinks outside the box", but results in real and substantial personal growth for all attendees."

—Mike Bestul, CIO, UW Learning Innovations



"When I am more grounded/centered, I am truly more present to the other."

—Lisa Radtke

*Organizational Education Specialist,
Franciscan Skemp Healthcare*



Session 5

Decision-Making, Facilitation Feedback

November 5-6

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

You will learn how to:

- Examine the implications of different decision-making approaches in low and high stakes decisions.
- Intervene when a group struggles with decision-making.
- Assess a group's readiness to make a decision.
- Use a model for participatory decision-making.
- Improve your facilitation skills.
- Identify ways to create organizational support and sustain the application of new learnings.

“The instructors provided a wonderful process for eliciting a thoughtful plan for the organization, which has proven very effective. They were particularly good at getting people in the organization to talk through difficult issues to find effective plans for moving the organization forward.”

—Gregory D. Armstrong

Director, UW-Madison, Arboretum

Trainer Biographies

We have over 60 years of combined experience teaching, facilitating and consulting with educational, human service, healthcare, governmental, and business organizations in the areas of communication skills, team development, conflict transformation, diversity issues and perceptual thinking patterns.

Kathy Germann has facilitated trainings on a broad range of human relations issues since 1982. She's taught on three college campuses, been a manager in two nonprofits, and served as an ad hoc instructor for UW-Extension for a decade. Kathy brings a deep sense of passion and a healthy sense of humor to her work.

Vida Groman has worked as a teacher, consultant and therapist for over twenty-five years. She has been studying and teaching perceptual thinking patterns since 1984. Vida uses an eclectic approach which invites participants to learn through their bodies as well as their minds.

Denise Jess has facilitated trainings on a wide range of human relations issues since the mid-1980's. She taught in a learner-centered classroom for eleven years and has authored published curricula. Denise is deeply committed to supporting learners in creating inclusive environments where the voices of all members are respected.



General Information

Schedule: The workshops will run daily 8:30 am-4:30 pm. Registration begins at 8:15 am.

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

Fees: Cost for the 5-part series is \$1125. This fee includes extensive handouts and the book, *The Facilitator's Guide to Participatory Decision-Making*. Scholarships may be available. A down payment of \$450 is required when you register. You will be billed for the remainder of the fee by the first session. **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. It is not an option to choose which sessions to attend—you must attend them all.

Approved credits: Credits will be awarded upon full day participation in these workshops. This program falls within the subject matter identified by the following organizations for continuing education credits.

The University of Wisconsin-Madison, Professional Development and Applied Studies, (Provider #1042) is approved as a provider for social work continuing education by the Association of Social Work Boards, 800-225-6880, through the Approved Continuing Education program. The UW-Madison, PDAS, maintains responsibility for the programs.

1.4 continuing education units (CEU) per two-day session, University of Wisconsin-Madison. Illinois Department of Professional Regulation/Social Workers (#159-000243), Iowa Department of Public Health/Social Workers (Provider #35), Wisconsin Department of Public Instruction clock hours.

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



The state-of-the-art Pyle Center, located on beautiful Lake Mendota, is the newest gem of the UW-Extension conference centers. It's just steps away from the excitement of State Street and downtown Madison.



Cancellation policy: If you must cancel and do so up to ten business days prior to the program, you will receive a full refund minus \$225. If you cancel less than ten business days prior to the program, or do not attend, you are responsible for the entire fee.

Enrollment: Attendance is limited to 25 participants. Please register early to secure your place in the series.

For more information: contact Kristine Bruns, 608-263-4431, 800-442-4617, or kbruns@dcs.wisc.edu.

Program coordinator: Raymond Kessel, PhD, 608-263-6557, rkessel@facstaff.wisc.edu.

If you have a disability and desire accommodations, please advise us ahead of time. Requests are confidential. University of Wisconsin provides equal opportunities in employment and programming including Title IX requirements. These programs are offered by UW-Madison in cooperation with UW-Extension.

Registration Form

Facilitating by Heart Series

Program #2018, Fee \$1125

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Name _____

Organization _____

Mailing address _____

street

city / state / zip

Phone () _____

area code daytime number / evening number

E-mail _____


Soc. Sec. No. _____


Optional—used to ensure accessibility and accuracy of your educational record.


- Enclosed is my check or money order, payable to UW-Madison.
- Please charge to the following account:
 - MasterCard VISA American Express

Card No. _____ Expires _____

Cardholder's Name _____

 **Clip and mail to:** UW-Extension Registrations, Pyle Center
Dept. 102, 702 Langdon Street
Madison, WI 53706-1487

 **Phone:** 608-262-7942, (TDD 608-265-2370) or toll-free 800-725-9692

 **Fax:** 608-265-3163 or toll-free 800-741-7416

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

Voluntary information collected to enhance UW programming.

Female Male Birthdate: Month Day Year _____

Please check all that apply.

Heritage: <input type="checkbox"/> African American	1	<input type="checkbox"/> Hispanic/Latino	4
<input type="checkbox"/> Asian/Pacific Islander	2	<input type="checkbox"/> White/Other	5
<input type="checkbox"/> American Indian/Alaskan Native	3		

Occupational Area:

<input type="checkbox"/> Educational Svcs.	2	<input type="checkbox"/> Public Admin. (govt)	8
<input type="checkbox"/> Finance, Insurance, Real Estate	4	<input type="checkbox"/> Social, Recreat., Religious	10
<input type="checkbox"/> Health Svcs. (physical, mental)	5	<input type="checkbox"/> Transport., Comm., Util.	11
<input type="checkbox"/> Protect. Svcs. (police, guards, corr.)	7	<input type="checkbox"/> Other	13

Are you enrolled in this program primarily for career purposes? Yes No

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Are you enrolled in this program primarily for career purposes? Yes No