



Schulich
School of Business
Executive Education Centre

Facilitative Leadership

Learn to use self-managed communication and engaging behaviours to effectively lead individuals and business teams.

SEEC Moments of Insight include:

Learn what to say to get desired results and “lead from within” to manage your own thoughts and emotions.

Recognize and remove barriers to your communication success in order to facilitate highly effective teams.

Four steps to discussing difficult issues and three phases for dealing with challenging situations.



Register for an Upcoming Session:

November 28 - 29, 2019
May 4 - 5, 2020

Our Participants Say it Best:

“The course is very valuable and relevant to both managers and leaders – where work environments tend to be more complex and when resilience is needed to be in the workforce.”

R. Regala,
Senior Divisional Strategic Planner,
Ministry of the Environment

“I believe that the most important take away was to manage myself. I will practice utilizing the practical tools provided in the course.”

V. Hawkworth, Chief Nursing Officer,
County of Lambton

“This course was refreshing. The content is driven by real life concerns and real life solutions. With the range of students, it becomes comforting to know we were able to create solutions together, from different fields and backgrounds. It allowed me to realize managerial concerns are universal.”

M. Witzl,
Vice President,
Elizabeth Grant Skin Care



14 PDU*



14 CPD

Register Today / Complete Details

<http://seec.online/12399>



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Learn techniques to guide yourself and lead others to outstanding business results.

Today's managers must **network, coach, partner and inspire individuals to work toward intangibles like learning, collaboration, and excellence.** To be effective in organizations, managers need to become **facilitative leaders and make it easier for others to communicate, accept responsibility and problem solve.** This workshop gives you a **complete foundation** in approaches that help employees invest their energy towards the goals and success of your organization. **The techniques can be used in any management situation.**

Top Take-Aways

1. Apply facilitative leadership techniques to **enhance individual and work group performance and effectiveness**
2. **Self-managed communication skills**
3. Help your staff overcome their **biggest challenges** to self-management
4. How to **shape a culture of trust** in order to **maximize engagement**
5. **Act effectively** in all work groups and individual management situations
6. **Be a more effective leader** of organizational change
7. Master the **three fundamentals** to facilitative communication success
8. Listen **with intention**; speak **with integrity**
9. **Calm yourself** in conflict situations and facilitate to eliminate problems
10. **Manage trust** in order to increase decision-making speed and accuracy

Who Should Attend

Managers who want to explore the power of self-managed communication, including:

- Team leaders and project managers who want to maximize group unity, innovation and team performance
- Human resource directors and trainers who require a firm grounding in the process of facilitation
- Directors of corporate planning or organizational development responsible for change initiatives
- General managers and directors who want to lead by example

Applied Learning Model

Featuring an applied learning model that will make an immediate business impact through a focus on a company-specific challenge or opportunity from within your own organization.

Instructor Profile

Mark Norman is a professional leadership consultant and trainer with extensive experience facilitating teams and relating to the psychology of human dynamics in the workplace. He has facilitated with thousands of people from assembly lines to boardrooms. He currently devotes his efforts to helping leaders and teams rise above the issues that impede creativity and growth.

Overview of Learning

Management and Leadership

- Leaders build a culture of trust
- The manager's role as facilitative leader
- Leaders create conditions for engagement
- Three core values that guide facilitative leaders
- Five ways facilitative leaders serve their staff
- Creating a climate for cooperation

Facilitative Leadership and Self-Management

- Manage your emotional triggers
- Remain clear and calm in complex situations
- Balance power to promote accountability

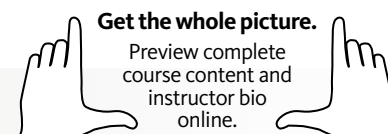
Facilitative Communication and Motivation: The Principles

- What is facilitative communication?
- Six fundamental acceptances
- Communication:
 - Is inevitable, ambiguous
 - Involves mixed messages
 - Never exactly reveals another's experiences
- Motivation:
 - Begins with the need to be right
 - Is not about "pushing someone's buttons"
 - Requires context, not control

Self-Managed Communication: Practice for Facilitative Leadership

- Seeking to understand
 - The quiet power of questions
 - Listening to what they mean, not just what they say
- Non-verbals matter
 - Adult voice: the sound of the self-management

Continues online



Complete Details / Register Today

<http://seec.online/12399>

More Questions? Get in Touch!

Tel.: 416.736.5079 | 1.800.667.9380
or email exceedinfo@schulich.yorku.ca

* PMI Talent Triangle PDU breakdown • Leadership: 14

Dates & Locations:

November 28 - 29, 2019
Executive Learning Centre

May 4 - 5, 2020
Executive Learning Centre

Registration Fee:

\$2,650 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A corporate rate is available at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change
- Complete registration details at seec.online/FAQ