



## Pre & Post-Conference Workshops 11 & 14 November 2008 @ Orchid Country Club



11 November 2008 Tuesday (Pre-Conference Workshops)		
8:30 AM	5:30 PM	P1 - Learning to work with complexity, seeing what we cannot see - Ms Sheila Damodaran
8:30 AM	5:30 PM	P2 - Creating a Rainbow of Service - Ms. Audrey Goh
8:30 AM	5:30 PM	P3 - Consciously Competent Meetings for Facilitators and Leaders - Ms. Nadine Bell

### P1 - Learning to work with complexity, seeing what we cannot see

Ms Sheila Damodaran

#### Objectives / Outcomes

1. Have clarity of some of the tools of Learning Organization
2. See life examples of the tools in organizational contexts Internalizing the understanding the tools in learning to apply it themselves
3. Seeing the shifts in the ways one may think and seeing its impact on what does

#### Outline / Agenda

1. Context setting
2. 3-legged stool
3. Framework of the 60 tools
4. Structural Tension Model
5. Systems Thinking building blocks - Reinforcing / Balancing Loops
6. The 11 Laws of complexity
7. Case-study work
8. Introduction to the legs of Mental Models & Personal Mastery

#### Facilitator

Sheila Damodaran is a local and international consultant on Learning Organization. Learning Organization is the landmark publication of Dr Peter Senge based in MIT, Boston. Her interest in this field began more than a decade ago and has led her to complete a post-graduate programme in the area in 1999. She shares this work with various sectors on a local network ([www.lopn.net](http://www.lopn.net)) which has reach-outs to practitioners in Singapore and the region. She supports organizations in leveraging inclusiveness as a key to strategic planning. She is very skilled in teaching and applying the five disciplines in teams, organizational and issues-based settings within intact teams.

Her experience spans parts of Africa, South Asia (India), South East Asia (in Indonesia, Vietnam and Cambodia and Singapore) and the Far East (Taiwan and Hong Kong).

She is currently on a medium-term project with the Government of Botswana, Africa who are learning and applying the tools of Learning Organization across the public sector of the country led by their Permanent Secretaries and Directors of each Ministry (the equivalent of corporate CEOs). This is in an effort to determine leverage points in their quest to systemically address complex challenges facing the country.

Her interest in applying the tools of Learning Organization (including The World Café, Human Dynamics and Servant Leadership) range from helping corporations overcome resistant problems to learning to deal with deep-seated social issues using knowledge of systemic insights. These cover areas such as: \* Developing public sector reforms (issues ranges from economic diversification to self- sustaining education efforts); \* Creating sustainable growths in private sector organizations in service and manufacturing industries \* Understanding civic issues such as prevalence of HIV/AIDs, smoking cessation efforts, destitution, corruption, global warming, cross-border disputes, transport woes, poverty, environmental sustainability issues and so on. Anything that shows patterns that resist policy implementation. She has sights on one day seeing these tools working at the United Nations in helping to unite nations.



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### P2 - Creating a Rainbow of Service

Ms. Audrey Goh

#### Objectives / Outcomes

*“some where over the rainbow, skies are blue, & the dreams that you dare to dream really do come true!”* ~ brace yourselves for a decadent “dessert” of a session ~ sweet, sincere & service-oriented!

This gourmet Asian facilitation channel will explore the different service roles we undertake ~ as service providers to internal and external customers, both @home & @work; the service-related issues, concerns & challenges that we encounter and grapple with daily; and our rainbow strategies for coping.

Make time to indulge in a slice of my authentic, home-baked facilitator’s *P.I.E* & partake in a participative, interactive & engaging gastronomic service session, seasoned with creativity, infused with metaphors and garnished with rosettes of rainbow service!

Take comfort that *“some where over the rainbow, way up tall, there’s a land where they’ve never heard of cholesterol!”* *Bon Appetit!*

*The participant, upon finishing the workshop, will be able to dabble in some Service M.A.G.I.C! :)*

- Manage service expectations & service experiences
- Anticipate & appreciate the diversity of service needs
- Generate service feedback
- Inculcate a culture of service
- Create a positive service mindset

#### Outline / Agenda

- Managing colourful service expectations, mesmerizing with vivid service experiences (90 minutes)
- Appreciating the glorious rainbow of diversity & service needs (75 minutes)
- Generating Service Feedback, looking for that pot of gold! ~ qualitative vs. quantitative (60 minutes)
- Inculcating a vibrant service culture ~ Service FIRST! (90 minutes)
- Creating a heart & service-mindset of gold! ~ “The Rainbow-Service Persona” (75 minutes)

#### Facilitator

IAF Certified Professional Facilitator

Former IAF country representative for Malaysia

Affiliated with the Facilitators Network Services Malaysia

Facilitated sessions at facilitator forums & conferences in Malaysia & Singapore

Previous sessions includes – “The Facilitators Cocktail”, “The Tapas Bar of Facilitation”, “The Facilitators Tiffin”, “Magic, Menus & Metaphors in Facilitation” & “The Facilitators Galaxy of Magic, Menus & Metaphors”

Attended 8 IAF Asia conferences (KL, Penang, Kuching & Singapore), one IAF Europe conference (England) & one IAF North America conference (Baltimore)



## P3 - Consciously Competent Meetings for Facilitators and Leaders

Ms. Nadine Bell

**Effective, collaborative meetings don't just happen.** There are **millions of meetings a day** in which countless hours are lost, hundreds of thousands of dollars are spent and the desired results are not achieved. *Consciously Competent Meetings for Facilitators and Leaders* provide the tools to significantly enhance your meetings and accomplish your business objectives.

### Objectives/Outcomes

Whether your meetings are same time, same place or geographically-distributed conference calls, this highly participative workshop will prepare you to employ:

#### Best Practices for Successful Meetings

- Prepare a Detailed Meeting Plan
- Deliver a Compelling Opening
- Conduct the Meeting Effectively
- Empower Participation
- Provide a Robust Wrap-Up
- Ensure Meeting Follow-up

### Outline/Agenda

#### Building a Consciously Competent Meeting

- **Constructing the Foundation**- Productive planning and preparation
- **Materials for Building** - The elements of effective, collaborative meetings
- **Framing the Structure** - The importance of context for an effective meeting
- **Laying the Floors** - Methods to elicit information and inspire open discussion
- **Creating Space** - Communication tools that move the discussion forward
- **Installing the Power** - Ways to encourage participant engagement and buy-in
- **Putting On the Roof** - Techniques to keep the group on track and on time
- **Applying the Finishing Touches** - The value of an effective wrap-up

### Facilitator

Nadine Bell works with clients to maximize their individual and organizational strengths, plan strategically, enhance communication, develop consensus and lead change and transitions. Her clients include Fortune 500 companies and businesses in the engineering, legal, health care, and transportation arenas as well as educational institutions, municipalities, not-for-profits and the United Nations. Nadine not only provides her clients with the tools to enhance their effectiveness, she catalyzes organizational transformation.

Nadine is the co-creator of the Consciously Competent Meetings Suite of courses for Facilitators, Leaders and Participants and the co-author of the "The Big Picture, Creating an Ongoing Client Relationship" chapter in the *IAF Handbook of Group Facilitation*. She is a past Chair of the International Association of Facilitators and the only facilitator to achieve all three facilitator certifications - CPF, CMF, CTF. - Nadine has presented sessions at conferences in North America, Europe, the Middle East and Southeast Asia.



## Pre & Post-Conference Workshops 11 & 14 November 2008 @ Orchid Country Club



14 November 2008 Friday (Post Conference Workshops)		
8:30 AM	5:30 PM	P4 - Positive Epidemic of Large Scale Transformation - Ms. Christine Whitney Sanchez
8:30 AM	5:30 PM	P5 - Rain or Shine: Achieving Flow in Facilitation - Mr. Azim Pawanchik and Dr. Suraya Sulaiman
8:30 AM	5:30 PM	P6 - Exceptional conversational skills and their underpinning - Alan Stewart, PhD

### P4 - Positive Epidemic of Large Scale Transformation

Ms. Christine Whitney Sanchez

#### Objectives / Outcomes

Is there such a thing as large scale transformation? What are the essential design elements for inviting transformation? How can we work on large scale transformation while keeping personal and group transformation in the foreground? This workshop will explore the heart of Large Group Facilitation and Blending the Essence of Appreciative Inquiry, World Café, Open Space Technology and Reflection Circles.

- Use the principles and practices of Methods for Strategic Collaboration to design facilitative processes
- Tap large group facilitation best practices
- Craft questions for Appreciative Inquiry, World Café, Open Space Technology and Reflection Circles
- Develop a personal action plan for using large group methods

#### Outline / Agenda

- Opening Circle
- Principles and practices of Methods for Strategic Collaboration
- Positive Epidemic of Large Group Methods: Appreciative Inquiry, World Café, Open Space Technology
- LUNCH
- Appreciative Interviews: Best Practices
- Large Group Facilitation Café & Best Practices Harvest
- Essence of large group work - it's all about good questions
- Solo: Large Group Journey
- Reflection Circle: Joining the positive epidemic

#### Facilitator

**Christine Whitney Sanchez** is a social entrepreneur, large scale transformation consultant, coach, teacher and pioneer in blending collaborative methods, reflective practices and conscious leadership. For the past 15 years, she has worked with visionary change leaders from over eighty organizations and communities across four continents to research and nurture self-organization and distributed leadership, to transform organizational practices, to tap collective wisdom and to foster dynamic and sustainable collaboration.

Christine Whitney Sanchez envisioned and is leading the StoryWeaving Initiative as a consultant to Girl Scouts of the USA. In this large group session, using a highly interactive format, she will reveal the story of the design, coordination and facilitation of the project and then host an inquiry into the transformative properties of story and the power of Methods for Strategic Collaboration, which include Appreciative Inquiry, World Café and Open Space Technology.

The StoryWeaving Initiative for Girl Scouts of the USA has attracted hundreds of volunteer facilitators from around the USA to help girls capture and disseminate leadership stories and to anchor the largest Appreciative Inquiry, World Café, and Open Space Technology conversations ever held in the world. From October 30 – November 2, 2008, over 15,000 girls and adult leaders will gather at the 51st Girl Scout National Convention to execute the corporate business and to engage in conversations that matter.

## **P5 - Rain or Shine: Achieving Flow in Facilitation**

Mr. Azim Pawanchik and Dr. Suraya Sulaiman

As facilitators and change leaders, we have a great responsibility to create the context and space for meaningful and fruitful conversations to happen. Today's participants are easily distracted or irritated, at times, exhibiting symptoms of ADD (Attention Deficit Disorder). With the participants already being inundated with technology, heavy workloads and stress, the task of creating flow is an uphill battle. As facilitators, we have to deal with this distraction and still ensure that there is good and engaging communication flow.

Facilitating is not about being a traffic police; directing who to speak when to speak or when to stop speaking; its also not about timing everything to the final second or have everybody follow the rule. This would be a flawless session in terms execution but devoid of the heart and energy required to have a meaningful outcome. We believe that to achieve greater results, a facilitator needs to help their client or participant achieve 'flow' during the sessions whereby they are fully connected and engaged in achieving the set goals.

<b>Workshop Objectives/Outcome</b>	<b>Workshop Outline</b>
<p><b>As a facilitator:</b></p> <ul style="list-style-type: none"> <li>• Be more natural and calm during a session</li> <li>• Increase personal presence and confidence</li> <li>• Increase personal focus and level of awareness</li> <li>• Be fully engaged and perform better during sessions</li> <li>• Manage and pace personal energy for tough or long sessions</li> </ul> <p><b>Learn how to do these for your clients/participants:</b></p> <ul style="list-style-type: none"> <li>• Manage, sense and enhance their energy level</li> <li>• Create a more positive and energizing facilitation session</li> <li>• Provide an engaging experience for participants so that they will generate greater results</li> <li>• Monitor and manage participant's energy cycle</li> <li>• Create ambiance and room layout for optimum energy for participants</li> </ul>	<ul style="list-style-type: none"> <li>• The Challenges of Managing Attention in Facilitation</li> <li>• Flow and the four dimensions of energy               <ul style="list-style-type: none"> <li>○ Mental energy – focus, flexibility and stamina</li> <li>○ Physical energy – stamina, health and flexibility</li> <li>○ Emotional energy – strength &amp; resilience</li> <li>○ Spiritual – purpose, passion and courage</li> </ul> </li> <li>• Assessing and Sensing the four energies</li> <li>• Barriers and Strategies to achieve flow               <ul style="list-style-type: none"> <li>○ Participant</li> <li>○ Facilitator</li> </ul> </li> </ul>

### **Facilitators:**

**Azim Pawanchik** BSc (Malaya), MBA (UK); has been involved in innovation from the early stages of his career as an R&D chemist in developing new products. His exposure in innovation was further enhanced as he became involved in several regional and global, product and technology development projects in addition to leading a mergers & acquisition integration project. His role ranged from project team leader right up to project manager for the regional and international projects for ICI and PPG. In the year 2000, he founded Alpha Catalyst Consulting, a new age consulting firm that specializes in organizational innovation and renewal based on his passion for creativity and innovation. He also developed the Catalyst for Change® innovation management framework that is designed for the Asian market. He has also integrated principles of Aikido (A Japanese martial art) as one of the core philosophy in leading innovation. He has consulted, conducted workshops and facilitated strategy/team development sessions for executives, top management and board of directors for the banking, government, ICT, manufacturing and services sectors.

**Suraya Sulaiman** MBBS (Malaya), MRad. (Malaya) Cert in Stress Management (UK); is a senior consultant for Alpha Catalyst Consulting specializing in personal effectiveness, stress management and brain science. She has coached individuals and consulted and conducted several workshops for organizations in the area of personal effectiveness and organizational stress. Apart from being a medical specialist she has a certificate in stress management from the UK. She has been trained in several personal performance related areas such as the Silva Mind Control (technique in stress, relaxation and goal achievement) and Braingym (A technique from the US for integrating the mind-body connections for higher performance). She is very passionate about the science of change and high performance, simplifying and demystifying it for the application in the business world. She is a certified consultant in using the HBDI and the Whole Brain Technology. A proponent of natural health, she fuses lessons from yoga, aikido and brain science with modern day approaches into her workshops.



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### **P6 - Exceptional conversational skills and their underpinning**

Alan Stewart, PhD

Conversations are not just something we do among other doings; they are our human niche, we live in a world formed through conversing. Conversations make one world or another; not only in how we relate to each other, but in how the whole lived world arises around us. The associated social experience helps to promote understanding and to destroy barriers between us.

This workshop is about the skills of being a competent conversationalist, integral to the rainbow of facilitation. Is this vital to you?

#### **Learning Objectives/Outcome**

- Appreciate how vital people skills are to success as a facilitator
- Discover the attributes of a competent and effective conversationalist
- Be aware that conversational skills are not 'givens' – they can be learned and practiced to good effect
- Recognise which elements of your own pattern you would do well to develop
- Speak so that the hearer is dancing with you
- Know the importance of asking the right questions before it is too late
- Notice who has particular skills as a conversationalist and learn from them
- Be confident in letting your true personality shine

#### **Workshop Outline**

The workshop will be thoroughly 'hands on', conducted in a World Café format.

Participants will sit around small tables to examine and explore the main components of conversing (from Latin *con versare* – to turn or to dance together) through being posed a series of questions and being invited to engage in a range of exercises. These will be about:

- . being interested in others and how this is expressed
- . coming to understand that language is an invitation to dance
- . the hearer and not the speaker determines the meaning of an utterance
- . using imagination in utterances
- . what is meant by giving attention to others
- . treating others with respect no matter who they are
- . listening in ways that empower the speaker
- . speaking in ways that empower the listener
- . asking the right questions
- . handling difficult situations
- . injecting humour whenever possible and appropriate

#### **Facilitator**

Alan Stewart is a professional conversationalist. He facilitates group processes which encourage participants to converse about questions that matter to them. He also offers workshops on how to develop superior people skills.

Alan is recognized internationally for his pioneering work on the significance of conversation as a core practice at all levels in an organisation. He is chairman of Hong Kong based group MultiMind Solutions, co-founder of the Open Space Institute of Australia and named a World Café Pioneer.



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**Fees** (no group or institutional discounts)

Rate	Register and <u>pay by</u>	Pre-Conference (11 Nov'08)	Post-Conference (14 Nov'08)
Early Bird fee	15 Jul'08 - 10 Oct'08	SGD450	SGD450
Normal fee	11 Oct'08 onwards	SGD550	SGD550

*All fees are nett. No need to add GST. We are not GST rated.*

*Overseas registrants paying by Bank Draft or TT, please add S\$30 for bank charges in Singapore.*

**For Payment by Cheque:**

Please make cheque payable to:

**“Facilitators Network Singapore Pte Ltd”** and mail it to:

Facilitators Network Singapore Pte Ltd

10 Anson Road, #03-09 International Plaza, Singapore 079903

**Cancellation & Refund Policy**

No refund under any circumstances but we welcome replacement for the registered participant(s). FNS reserves the right to amend, cancel or postpone the event due to unforeseen circumstances. Fees paid will be fully refunded in the event of cancellation by FNS. Facilitators Network Singapore Pte Ltd (FNS) – Company Regn:200600307Z

**Accommodations at the Orchid Country Club (OCC)** - <http://www.orchidclub.com>

Deluxe room at \$165.00+10%+GST (Single Occupancy) and \$185.00+10%+GST (Twin Occupancy) per night. Rates include breakfast. Please email [roomsales@orchidclub.com](mailto:roomsales@orchidclub.com) or call +65 6750 2100 directly for reservation quoting reservation No. 45567. (*GST is the Goods & Services Tax paid to the Singapore government*).

**Register on-line at:** <http://www.fns.sg>