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Facilitating Collaborative Decision-Making

Vancouver, 21 October 2010

Course Description and Outline

Our one-day course on facilitating small groups will enable policy, programme and project managers and officers, community leaders, elected officials and consultants to fully engage small groups in order to facilitate collaborative decision-making. This course is ideal for people who lead teams or projects where diverse groups need to think, plan and act together. This course will equip you to create inclusive decision frameworks, learn techniques for engaging participants and develop the skills necessary to use these techniques effectively. The course is divided into three action-packed lessons:

1. The Basics - What Is Facilitation and How Does It Work?
2. Creating the Environment for Collaboration
3. Tools & Techniques for Collaborative Decision-Making

Why is this course important?

A facilitator is someone who is responsible for designing and managing a process that empowers individuals and teams, in order to achieve their goals and objectives. This involves creating the space and managing the process for collaboration and decision-making. This course is a practical skill-building learning opportunity.

Why take this course?

After completing this course, participants will be able to:

- Apply the basics of group processes, including communication and conflict, to facilitation design, planning and implementation
- Develop an opening statement that creates professional credibility, builds confidence and sets a high energy level
- Create a climate of openness and trust, by establishing rapport, maintaining operating principles, engaging participants and managing the process
- Create a productive space, by understanding the practical and logistical considerations of a successful facilitation
- Deal with difficult situations, using R.E.A.D.®
- Use the Facilitator's Toolkit of tips, tools and techniques right away to help teams meet their goals and objectives
- Apply a variety of collaborative decision-making models, techniques and tools to best suit a group's needs.
- Develop a personal facilitator's action plan and personal facilitation style, based upon instructor feedback and peer feedback

Training Approach

Delaney and Associates Inc. engages participants with its interactive learning approach, where theory meets application and feedback, in whole- and small-group discussions, exercises, scenarios, and situational case studies. We know that awareness, knowledge and skill-building are developmental steps to continuous learning. Pre-course primers and surveys, adult learner-friendly manuals, and follow-up coaching are our gold-standard features.

Who Should Take This Course?

Policy and programme managers and officers

Community leaders

Elected officials interested in engaging their constituents in a meaningful way

Consultants working in the area of policy and programme development and review

Your Instructor

Richard Delaney is founder and President of Delaney and Associates Inc. and a licensed IAP2 trainer. He has 15 years of public-sector experience in federal and provincial governments, and over 15 years experience as a P2 consultant. He has led over 200 community and stakeholder engagements and was the principal consultant for the 2008 BC OAG report: Public Participation: Principles and Best Practices for BC (<http://www.bcauditor.com/pubs/2008/report11>)

He is Chair of the IAP2 St. Lawrence Chapter. Richard holds a Masters of Public Policy and Administration from Carleton University and is an IAF Certified Professional Facilitator.