

Getting Off the Ground: Working Effectively with Groups

Feel frustrated when a valuable group effort stalls? Make a difference by improving your skills in facilitation and collaboration. Get feedback on how to handle your sticky situations from a team of instructors that have over a hundred years experience helping groups reach their goals.

USFWS photo

April 26-29, 2010

Oxford Suites

Spokane Valley, Washington

Space is limited to 50 people and the fee goes up from \$150 to \$200 after March 31, so register quickly. Registration fee includes lunches, materials, and refreshments.

The Oxford Suites Spokane Valley is located at 15015 East Indiana Avenue across from the Valley Mall and next to the Centennial Trail, a recreational trail following the Spokane River. A block of rooms will be held at the \$85 state rate under "CRM training" until March 26.

For reservations or the free airport shuttle service call (509) 847-1000 or (866) 668-7848 . www.oxfordsuitesspokanevalley.com

For more information about the training, send an e-mail to info@crm.washington.org or phone (509) 754-2463 ext.1133.



COORDINATED RESOURCE MANAGEMENT (CRM)

Monday, April 26, 12:00–4:30

- Introduction to CRM as a **nationally recognized approach** to collaborative land management.
- **Steps in the CRM process** of crafting **site-specific solutions** as a team of stakeholders.
- **Keys to success** that result in a strong sense of teamwork and plan ownership.
- **Where groups go wrong** – mistakes to avoid.

FACILITATION SKILLS

Tuesday, April 27, 9:00—4:30

- **Types of facilitation** and **qualities** of outstanding facilitators.
- **Adult learners**, and how to attract their participation.
- **Designing, planning and preparing** sessions based on sponsor's requests.
- Techniques for **promoting and marketing** of a session.
- When and how to use **pre-session interviews**.
- **Verbal, symbolic, non-verbal, and audio-visual communication** methods in facilitation.
- Techniques for **encouraging discussions** and asking the right questions.

GROUP PROBLEM SOLVING & CONFLICT MANAGEMENT

8:30, Wednesday, April 28—3:00, Thursday, April 29

- **Advanced Facilitation**—Learning and practicing more of what works.
- Facilitating **Webinars & net meetings**.
- **Interest-Based Problem Solving**.
- **Appreciative Inquiry**.
- Creating the **stories that create the future**.
- Building **durable agreements**.
- Handling diverse **interests, issues, & positions**.
- **Resolving conflict** and controlling disruptive behavior.
- Satisfying substantive, procedural, & psychological needs.
- How to get the group to recognize and solve **their problems**.

INSTRUCTORS— **Mike Gaffney** & **Christina Sanders**, Natural Resources Leadership Academy; **Kelsey Gray**, Spectrum Group; **Ray Ledgerwood**, Washington Conservation Commission; **Ken Mills**, Washington CRM Task Group; **Doug Warnock**, Managing Change NW.

Getting Off the Ground Training Registration

Send registration form (keep a copy) **and \$150 fee** (payable to WACD) **to:**

WACD - CRM training
16564 Bradley Road
Bow, WA 98232
Phone: 360.757.1094
Fax: 360.757.3923

- Space is limited to 50 participants. First come, first served.
- Registration includes materials, refreshments and lunches.
- **Registration fee increases to \$200 after March 31.**
- Due to the need to order lunches in advance, refunds for cancellations received after April 16 are at our discretion.
- Send electronic registration and payment questions to wacd@ncia.com.
- Inquire about the training program at (509) 754-2463 x1133 or info@crmwashingtongov.org.

Lodging is on your own. The training is located at the Oxford Suites Spokane Valley, 15015 E. Indiana. A block of rooms has been reserved under "CRM Training" at the \$85 government rate at the Spokane Valley Oxford Suites. These rooms will be released to the public **March 26**. Call (509) 847-1000 to make reservations.

Organization: _____

Name: _____ Phone: _____ E-Mail _____

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Amount enclosed (\$150 X participants by March 31; \$200 after): _____

Please describe any food allergies or special needs here:

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