



"The FoCuSeD™ Facilitator"

eNewsletter by Gary Rush, CPF

"Stop looking for solutions – when you're FoCuSeD™, you find them."

September 2009

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Facilitation and "Andragogy" – Adult Learning

When I look at a definition of Facilitation – "The art and science of helping groups accomplish tasks", and the definition of Andragogy* – Adult Learning – "The art and science of helping adults learn" – I see similarities. Both roles help others and both require understanding of how people think, learn, and interact with each other. I want to explore what I can learn as a Facilitator (helping groups accomplish tasks) from an Andragogist (helping adults learn) – a "Facilitative Trainer".

Core Competencies

According to Robert Eichinger and Michael Lombardo of Lominger Limited, Inc. in their work, *Leadership Architect*, the Core Competencies for a successful teacher are:

- Functional / Technical Skills
- Drive for results
- Learning on the fly
- Planning
- Time Management
- Motivating Others
- Integrity and Trust
- Listening
- Personal Learning and Development
- Valuing Diversity
- Interpersonal Skills
- Managing and Measuring Work
- Presentation Skills
- Written Communications

All but one of the core competencies above – Functional / Technical Skills – fit within the Facilitator Core Competencies

*Andragogy is a term defined in 1968 by Malcolm Knowles, considered to be the father of Adult Learning.

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The FoCuSeD™ Facilitator Academy – the 1st Holistic Facilitation Technique

Gary Rush's 5-day highly interactive class teaches "how to" be a successful Facilitator. It's the most complete and comprehensive facilitation class available, providing detailed training on the concepts of *Holistic Facilitation*. It helps build your skills and confidence. It develops Collaborative Leaders. With FoCuSeD™ you get JAD, FAST, and more bringing a *holistic* approach to structured facilitation.

The FoCuSeD™ Advanced Class "Facilitating Change and Innovation"

October 13 – 14, 2009 in Chicago, IL

Attend the IAF North America Conference in Chicago, Illinois

April 20 – 25, 2010.

The Art & Mastery of Facilitation



IAF North America Conference Week April 20-25

The FoCuSeD™ Facilitator Academy

Our next available public class date:

November 9 – 13

2009 Public Class Dates*

February	09 – 13
March	09 – 13
April	06 – 10
May	11 – 15
July	13 – 17
August	10 – 14
September	21 – 25
November	09 – 13
December	07 – 11

*All Public classes are held in Chicago.

*Gary Rush, CPF teaches all of our classes.

Facilitation and “Andragogy” – Adult Learning, Continued

(see September 2006 FoCuSeD™ eNewsletter, “Becoming a Certified Professional Facilitator”, on our website). This is because Facilitators do not need to know content – they are content-neutral, whereas teachers need to know content – they are content experts. Apart from that, how we work with our participants/students should be pretty much the same.

Adult Learning – Andragogy

In designing training programs, Andragogists – *Facilitative Trainers* – begin by approaching adults as thinkers. They assume that adult learners are self-directed, they bring experience that relates to the training, they need the training to be related to their role and immediately applicable, and that they are internally motivated.

Facilitative Trainers are aware of the different intelligences – linguistic, mathematical, spatial, musical, kinesthetic, empathic, and self-awareness – so that they design effective programs catering to all students. In designing the training delivery, *Facilitative Trainers* ensure that all three learning styles – visual, auditory, and kinesthetic – are addressed. They use slides, flip charts, reading, and demonstrations to include visual learners. They use lectures, group discussion, conversations, and stories to include auditory learners. Finally, they use role-playing, simulations, practice, and writing to include kinesthetic learners.

In addition, *Facilitative Trainers* create a safe environment because adults learn better when they have permission to fail followed by positive reinforcement – we learn best by doing.

Impact on Workshop Process Design


In our role as Facilitators, we should incorporate concepts of adult learning into our workshops and process design. We take our cue from *Facilitative Trainers*. *Facilitators* must approach their participants with the same assumptions – they are thinkers; they are self-directed; they bring experience that relates to the workshop; whatever they do in the workshop must relate to their role and be immediately applicable; and that they need to be internally motivated to

participate effectively. We then design processes to ensure that we include everyone and everyone’s learning style. We need to ensure that we don’t marginalize those whose intelligence or learning style is different than others. In the workshop, we need to:

- Assume that:
 - Participants need to be involved – both physically and mentally.
 - Participants need to include their experiences in the discussion. Stories, anecdotes, and history are important.
 - Whatever is decided in a workshop needs immediate application – otherwise the motivation is lost.
- Design processes that:
 - Include a variety of media – visual aids such as slides, posters, and flip charts.
 - Include time for discussions, time-out, role-playing, and simulations.
 - Include music and space for movement and visual and auditory impact.
 - Include exercises to enable participants to get to know themselves and each other.
 - Provide safety and encourage *permission to fail* – critical in developing creative solutions.

Note: Be aware of participants and how they are reacting. If someone is dropping out, perhaps he or she isn’t being stimulated sufficiently. Adjust the process to be more inclusive.

Conclusion

As Facilitators we can learn a lot from effective *Facilitative Trainers* just as *Facilitative Trainers* can learn a lot from *Facilitators*. We deal largely with adults who bring a variety of needs. One process doesn’t fit all and through effective and thorough preparation – we can design processes that are inclusive, engaging, and enable creativity. 

The FoCuSeD™ Facilitator Academy

Class Abstract

Gary Rush's 5-day highly interactive class teaches "how to" be a successful Facilitator. It is the most complete and comprehensive facilitation class available; providing detailed training on the concepts of *Holistic Facilitation*. It helps build your skills and confidence. It develops Collaborative Leaders.

Until *FoCuSeD™*, facilitation techniques have been either about structure or group dynamics (see *It's Time to Get FoCuSeD™*). With *FoCuSeD™*, you learn to proactively plan the emotional group cycle along with the workshop process to build a product – one without the other is fruitless. Gary believes that the process to build agenda and deal with people is the same whether you are dealing with business, technical, or any type of subject. He believes that theory is needed and teaches it to provide a background. Gary teaches specific "how to"; he provides detailed facilitation and process tools and as an *IAF CPF Assessor*, he covers the *IAF Facilitator Competencies* and what students need to do to achieve them. In his class, students practice 40% of the class time and receive comprehensive assessments along with recorded sessions. **Read more...**

MGR Consulting is a *PMI Global Registered Education Provider (R.E.P.)* and an *IIBA Endorsed Education Provider (EEP)*.

This class is available publicly in Chicago and on-site anywhere in the world. Please contact Gary for additional information, pricing, and scheduling.

"Best session I've had in 30+ years of classes!"

Michael, Project Manager & Facilitator (*FoCuSeD™* Facilitator Academy alumni)

Attendees Receive

The FoCuSeD™ Facilitator Guide – A radical departure from previous work. A comprehensive reference manual in which Gary shares his step-by-step process so that students can replicate his practices.

FoCuSeD™ On...

Project Management, Business Analysis, Quality Management

Class Abstract

Gary Rush's 3-day highly interactive class teaches "how to" successfully use *facilitative skills* and tools necessary to drive the overall business management strategy into the product solutions so needed for business success – achieving support and commitment from their stakeholders. It guides you, enabling you to plan the people side along with the process side to successfully accomplish a task. It is targeted for Project Managers, Business Analysts and others working in Project Management, Business Analysis, Six Sigma, TQM, and other Quality Initiatives. **Read more...**

MGR Consulting is a *PMI Global Registered Education Provider (R.E.P.)* and an *IIBA Endorsed Education Provider (EEP)*.

This class is available **on-site** anywhere in the world. Please contact Gary for additional information, pricing, and scheduling.

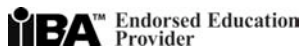
Attendees Receive

FoCuSeD™ On... Guide – A comprehensive reference guide in which Gary shares his step-by-step process so that students can replicate his practices.

The FoCuSeD™ Advanced Class – “Facilitating Change and Innovation”

Class Abstract	<p>Gary Rush's 2-day highly interactive class steps you through “how to” use your <i>Facilitator skills</i> to enable change and innovation in your organization. Change is inevitable – especially in today's economic environment. This calls for a new way of doing business. As Facilitators, through the use of effective skills and processes, we are in the best position to help. Let Gary show you how. Topics include:</p> <ul style="list-style-type: none"> • Change – what are the phases of change? • What workshops do you conduct and what processes do you use? • How do you define compelling needs, solutions, and implementation plans? • How do you overcome barriers, deal with groups, and manage expectations? 	
Location	The class is held at the Orrington Hotel near Chicago, IL	Dates: October 13 – 14, 2009
Audience	Experienced Facilitators	Class Agenda – see website
Attendees Receive	<i>Facilitating Change and Innovation</i> by Gary Rush	

About MGR Consulting



We are a recognized leader in the field of facilitation, training, Facilitator training, collaborative leadership, strategic planning, data modeling, team building, problem solving, decision-making, and facilitating innovation. Our core classes give you effective leadership, business, and interpersonal skills.

We are uniquely qualified to assist you in understanding, managing, and implementing facilitated workshops supporting your methodology in your organization. We facilitate many types of workshops including strategic planning, business analysis, data modeling, process modeling, design, problem solving, team building, and product ideation. Our primary job is to get a group of individuals to form as a team, learn to communicate, and achieve a goal or accomplish a task.

We also teach effective "soft" skills – *facilitative skills* to Project Managers, Business Analysts and others who want to become successful collaborative leaders and successfully improve communication to achieve commitment and support from stakeholders – so needed for business success. Our effective Facilitative Skills class teaches "how to" use facilitative skills to improve team performance to meet project needs. It enhances whatever you do wherever you go in business and in life.

We are a *PMI Global Registered Education Provider (R.E.P.)* and an *IIBA Endorsed Education Provider (EEP)*.

MGR Consulting is dedicated to providing the highest quality in training, content, materials, and experience. Our experience shows in all that we do. Our mission is to share what we learn enhancing the lives of others.

About Gary Rush, CPF

Gary Rush, IAF CPF, heads *MGR Consulting*. He is amongst the most successful and influential Facilitator trainers in the world and continues to be the leading edge in the industry by continuing as a practicing Facilitator. He is Chair of the International Association of Facilitators (IAF). As a Facilitator trainer he teaches *The FoCuSeD™ Facilitator Academy* and *FoCuSeD™ On...* He teaches specific "how to"; he provides detailed facilitation and process tools and as an *IAF CPF Assessor*, he covers the *IAF Facilitator Competencies* and what students need to do to achieve them.

In 1985, Gary created *FAST*. In 2007, Gary created *FoCuSeD™* – a revolution from *FAST*. It is the most complete and comprehensive facilitation class available; providing detailed training on the concepts of *Holistic Facilitation* (see "*It's time to get FoCuSeD*" on our website). Gary's structured facilitation technique is used widely around the globe. He has implemented his technique in some of the largest companies and government agencies. His clients are many of the Fortune 500 companies. His alumni are amongst the most successful and influential leaders and the successful growth of facilitation in Northern Europe is directly related to his alumni.

Gary has been in business since February 1985 when he founded MG Rush Systems, Inc. Gary ceased operations of MG Rush Systems, Inc. in June 2004 to become a restaurateur. In June 2005, after a one-year absence, Gary returned re-instating his company MG Rush Systems, Inc. and changing the name to *MGR Consulting, Inc. Millie (M) and Gary (G) Rush are now MGR Consulting*.

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