



# "The FoCuSeD™ Facilitator"

eNewsletter by Gary Rush, CPF

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

June 2010

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MGR Consulting is a PMI Global R.E.P. and an IIBA E.E.P.



## Upcoming Events

IAF Asia Conference  
Seoul, South Korea

August 26 – 27, 2010

"Lead, follow, or get out of the way."

Thomas Paine

## Teleconferences

Over the past three months, the conferences that I've attended echoed one major concern – "How do you make teleconferences productive?" It seems that the use of teleconferences is increasing but that increased use hasn't come with the needed skills to make them productive.

### What's the Problem?

People treat teleconferences like any ordinary telephone call. They ignore basic meeting concepts compounding the problems that teleconferences already bring versus face-to-face meetings. You have to approach them differently:

- **All of your senses cannot be engaged.**
  - In a standard teleconference, you can't see the other participants. This greatly impairs communication because, according to Albert Mehrabian, a professor at UCLA, human communication is 7% words, 38% tone, and 55% facial expression. In a teleconference, at least 55% of our communication is lost and the 38% tonal communication is impaired due to technology. Even with videoconferences, visibility is limited and many of the tools used to manage participants (such as eye contact and body position) are hindered.
- **Time is a major issue.**
  - Most teleconferences are scheduled because the participants are not in the same location. Often, that means time zone differences – sometimes up to 12 hours difference. That has a significant impact on the participants – especially those who have to attend in the middle of the night.
  - Because of time demands and the absence of face-to-face (for self-policing), many participants "multi-task". This means that they are not fully engaged.

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## The FoCuSeD™ Facilitator Academy – the 1<sup>st</sup> Holistic Facilitation Technique

Gary Rush's 5-day highly interactive class teaches the "how to" with an understanding of the "why" to perform as an effective Facilitator. It's the most complete, most comprehensive, and most effective 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. **Read more...**

## The FoCuSeD™ Facilitator Academy

Our next available public class date:

**June 14 – 18**

### 2010 Public Class Dates\*

|             |                |
|-------------|----------------|
| February    | 08 – 12        |
| April       | 12 – 16        |
| <b>June</b> | <b>14 – 18</b> |
| August      | 09 – 13        |
| October     | 18 – 22        |
| December    | 06 – 10        |

\*All Public classes are held in Chicago.

\*Gary Rush, CPF teaches all of our classes.

## Teleconferences

In addition to the two issues above, the liaison attitude about teleconferences causes meeting leaders to put aside effective meeting skills:

- Prepare for the teleconference just as you would for a face-to-face meeting.
- Develop an agenda and send it out with the purpose, scope, and desired results.
- Invite the right participants to attend.

### What's my Answer?


As meeting Leader, treat teleconferences like face-to-face meetings. Have the participants follow the same basic rules that they would follow in face-to-face meetings, such as no multi-tasking. **Note:** Don't give participants permission to mute their phones – when they are answering email or talking to someone who is not part of the teleconference – it encourages poor behavior.

During the teleconference:

- *At the beginning (Introductions):*
  - Welcome everyone and introduce yourself.
  - Identify what the teleconference is about.
  - Define the time constraints.
  - Explain the agenda.
  - Describe the norms (ground rules). **Note:** Two that are critical are:
    - Always precede what you say by stating your name.
    - One person speaks at a time.
  - Ask the participants to introduce themselves.
- *During (the meeting):*
  - Remind participants to state their names at the start of their statement.
  - Frequently summarize what was said and check with the group for consensus. **Active Listening** is critical. It helps keep the participants on track. Since participants cannot see what is being said, audio reinforcement helps.

- Restate questions and answers. Frequently remind participants of the time. It is easy for participants to lose track of time when discussing ideas.
- Frequently summarize decisions. It is difficult for the group to know when a decision has been made. **Note:** Summarize all previous decisions along with the new decision.
- Frequently reinforce the Norms.
- If a participant becomes difficult – wants to dominate the conversation or talk over others – take the lead and step in to re-enforce the norms.
- Take a 10-minute break every 90 minutes – longer and you will lose participants. It gives participants a break and allows you to take this time to talk to difficult participants (call them if they are remote or in person if they are local) to determine the cause.
- *At the end (follow-up):*
  - Summarize Results – decisions, next steps, action items, etc., to reinforce what the participants accomplished.
  - Never skip *Next Steps*. This is one step that helps ensure that the results get implemented.

### Conclusion

Teleconferences are a way of the future. They require effective *facilitative skills*. When properly facilitated, teleconferences can be very productive. 

*For information on facilitating teleconferences, see our [FoCuSeD™ Facilitating Teleconferences](#). Gary Rush's class teaches "how to" conduct effective and productive teleconferences to collectively achieve a goal or accomplish a task.*

### *New Class!*

#### **FoCuSeD™ Facilitating Teleconferences**

**PMI – R.E.P.  
IIBA – E.E.P.**

**Gary Rush's 1 ½ -day highly interactive class** teaches “**how to**” conduct effective and productive teleconferences to collectively achieve a goal or accomplish a task.

**Why?** We have more and more meetings that are teleconferences or videoconferences. These meetings are the way of the future. Unlike face-to-face meetings, you have to approach teleconferences differently. It requires effective *Facilitative Skills*. **Because** These teleconferences can be very productive, when properly facilitated. **How?** This class gives you effective *facilitative skills* that enable you to conduct highly effective and productive teleconferences enabling you to manage people and conflict – the good, the bad, and the ugly. **Read more...**

**Modifications:** We will modify our existing class for **Associations** and **Association Chapters** (e.g., PMI, IIBA, IAF) for up to 100+ attendees. [Contact Gary](#) for additional information.

### *Core Classes*

#### **The FoCuSeD™ Facilitator Academy**

**PMI – R.E.P.  
IIBA – E.E.P.**

**Gary Rush's 5-day highly interactive class** teaches the “**how to**” with an understanding of the “**why**” to perform as an effective Facilitator. It is the most complete, most comprehensive, and most effective facilitation class available, providing detailed training on the concepts of **Holistic Facilitation**. It helps build your skills and confidence. **Read more...**

Until *FoCuSeD™*, facilitation techniques have been either about structure or group dynamics (see “**It's time to get FoCuSeD™**”).

*“Best session I've had in 30+ years of classes!”*

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

#### **FoCuSeD™ On...**

**PMI – R.E.P.  
IIBA – E.E.P.**

**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. **Read more...**

### About MGR Consulting



*We have been in business since February 1985 when Gary 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.*

We are a recognized leader in the field of facilitation, facilitative skills, training, leadership, strategic planning, and data modeling. *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 are experts at engaging participants and guiding them to consensus. We improve client business performance through effective application of exceptional facilitation processes. *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.*

Our core classes also provide effective "soft" skills – *facilitative skills* to Project Managers, Business Analysts and others who want to become effective collaborative leaders and success-fully improve communication to achieve commitment and support from stakeholders – so needed for business success. *It enhances whatever you do wherever you go in business and in life.*

**Read more...**

### About Gary Rush, IAF CPF

Gary R. Rush, *IAF Certified Professional Facilitator (CPF)*, Founder and President of *MGR Consulting* attended the U.S. Naval Academy. He has managed projects since 1980, been facilitating since 1983, and training since 1985. He improves client business performance through effective application of exceptional facilitation processes. *He is a recognized leader in the field of facilitation, Facilitator / Facilitative Skills training and continues to be the leading edge in the industry by continuing as a practicing Facilitator.*

As a Facilitator, Gary facilitates many types of workshops. He is uniquely qualified to assist you in understanding, managing and implementing facilitated workshops supporting your methodology in your organization. He is an expert at engaging participants and guiding them to consensus. *His 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.*

**As a Trainer**, Gary is amongst the most successful and influential Facilitator Trainers in the world. 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*. *His alumni are amongst the most successful and influential leaders. They often tell us how much he has changed their lives.*

In 1985, Gary created *FAST*. In 2007, Gary created *FoCuSeD™* - a revolution from *FAST*. *It is the most complete, most comprehensive, and most effective facilitation class available, providing detailed training on the concepts of **Holistic Facilitation**.*

Gary has implemented his facilitation technique in some of the largest companies and government agencies. His clients are many of the Fortune 500 companies. *His facilitation technique is used widely around the world. **Read more...***

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