

THE POWER OF PROCESS: FACILITATION FOR CHALLENGING TIMES

Presented by The Peninsula Dispute Resolution Center and
Washington State University Extension

If you want to improve your skills in managing meetings, learn to lead groups through challenging situations, and design and lead processes for collaborative decision making, this is the training for you! Taught by veteran WSU faculty member, Kay Haaland, this course emphasizes practical decision making tools and techniques.

Skilled facilitators increase the quality of a group's decision, improve communication among participants, and save organizations time and money by designing and managing processes that stay on track and get commitments from the group.

This intensive 6-session, 36-hour training combines a little theory with a large dose of established "best practice" techniques and actual practice. 3.6 CEUs are available from WSU — additional \$10.00, by check to WSU.

Upon successful completion of this training, participants will be able to:

- Assess, design, prepare, lead, and conclude effective meetings
- Facilitate for consensus, problem solving, and decision making
- Deal with conflicts
- Implement "what to do when" strategies
- Put facilitators' ethical and professional norms in practice



Instructor:

Kay Haaland, an educator, facilitator, mediator, and consultant, has served as a Washington State University Extension faculty member since 1984. She specializes in leadership, public issues education, collaborative problem solving, community development and alternative dispute resolution. Kay works with individuals, public agencies, interest groups, and communities to build leadership skills, solve problems, make decisions, understand public issues, resolve multiparty conflicts and plan and implement new policies. She holds a Bachelor of Science degree from

California State University, Fresno and a Master of Science degree from Washington State University.

Training Information

When:

Thursdays May 5 & 19,
from 6 p.m. to 9 p.m. and
Fridays & Saturdays May 6,
7, 20, & 21, from 9 a.m. to 5
p.m.

Location:

First Step Family Center
325 E. 6th Street
Port Angeles, WA

Cost:

\$250 before April 18
\$275 after

Contacts:

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