



## Facilitation Skills for Leaders

Although differing viewpoints among a team are important, they can make it difficult for Federal leaders to foster collaboration and inspire groups to move smoothly from conflicting ideas to actionable results. This seminar shares vital facilitation techniques for developing and maintaining effective group processes to maximize the contributions of all team members.

- Learn critical team-building methods for facilitating productive group interactions.
- Understand how to identify, diagnose and resolve interpersonal behaviors that may be undermining your team's success.
- Discuss real-life work challenges and determine the best strategies to use to address them when returning to the workplace.



## Inspire Your Team to Work Together More Productively for Your Organization

This seminar will cover these essential team-building techniques:

- Dialogue
- Questioning
- Finding Consensus
- Problem Solving
- Decision Making
- Action Planning

Participants are encouraged to bring their toughest real-life work challenges to the seminar, where the class will discuss the best ways to handle them.

### SKILL IMMERSION

#### COMPETENCIES

- Influencing/Negotiating
- Team Building
- Flexibility
- Interpersonal Skills
- Conflict Management

#### ACADEMIC CREDIT

2 lower level Baccalaureate credits may be available upon completion.

#### DATES & LOCATIONS

February 13–17, 2012

May 21–25, 2012

At the Eastern Management Development Center in Shepherdstown, WV

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

August 27–31, 2012

At the Western Management Development Center in Aurora, CO

This facility offers a campus-style learning environment convenient to both Denver and the majestic Rocky Mountains.

For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)

*“I will use the techniques I learned here in improving the outcome of my meetings and relationships with other officers in other divisions and agencies.”*

## Register Now for the Facilitation Skills for Leaders Seminar

This seminar is designed for managers, supervisors, facilitators, team leaders and project managers seeking more advanced leadership skills to inspire groups to work more collaboratively toward tangible results for their organization.

## Lead Your Team to Collaborate Effectively to Reach Organizational Goals

- Strengthen team collaboration, cooperation and performance.
- Understand how to identify, diagnose and resolve interpersonal behaviors that may be interfering with your team's success.
- Explore and experiment with innovative problem-solving solutions.
- Develop decision-making processes that cultivate commitment to organizational goals and successful implementation.

*“If my co-workers and others involved in Federal employment were required to take the same training, I believe it would promote team cohesion that could potentially lead to high productivity.”*

### TUITION

\$3,550

Tuition includes materials, meals and lodging.

### LEAD

This seminar meets the project/team lead track requirements of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to [www.leadership.opm.gov/certificates/LEAD/index.aspx](http://www.leadership.opm.gov/certificates/LEAD/index.aspx)

### RECOMMENDED PRIOR COURSES

Collaborative Leadership Seminar  
Team Development Seminars I and II  
Supervisory Development Seminars I and II

### SUGGESTED FOLLOW-ON COURSES

Management Development Seminar I and II  
Dynamics of Public Policy Seminar  
Conflict Resolution Skills

**For information on presenters and day-to-day schedules, please go to [www.leadership.opm.gov](http://www.leadership.opm.gov)**

## Three Ways to Register

### 1. Register Online at [www.leadership.opm.gov](http://www.leadership.opm.gov)

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

### 2. Fax a Registration Form, found in a catalog or online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

### 3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632  
Phone: 304-870-8008  
Fax: 304-870-8078  
TDD/TTY 304-870-8066  
Email: [register@opm.gov](mailto:register@opm.gov)



UNITED STATES OFFICE OF  
PERSONNEL MANAGEMENT  
*Great Leaders for Great Government.*  
[www.leadership.opm.gov](http://www.leadership.opm.gov)

### Customer Service Office

888-676-9632 or 304-870-8008  
TDD/TTY: 304-870-8066  
Fax: 304-870-8078  
e-mail: [register@opm.gov](mailto:register@opm.gov)