

Logistics

Meeting Venue

Universal Training Concepts offices,
Mason, OH

Airports

Cincinnati International Airport (CVG)
Dayton, OH Airport (DAY)

Day 1

8:00 a.m. Prompt Start
6:00 p.m. close

Day 2

8:00 a.m. Prompt Start
4:00 p.m. Close (Please plan for flight
departures after 6:30 p.m.)

Dress

Very casual.

Pre-Work

Bring a recent presentation for re-
building and practice. Also bring your
laptop.

Pricing

Provided separately.

Your Facilitator For The Conference

Bruce Manchion is C.E.O. of **Universal Training Concepts, Inc.**, an international training and consulting company based in West Chester, OH, specializing in building productivity and organizational capacity by enhancing the people skills at all levels. Originally from Brooklyn, New York, Bruce graduated from Emporia State University in Emporia, Kansas. He has extensive experience in training and consulting for a broad range of individuals in businesses of all sizes. He is a sought-after keynote speaker, as well as a skilled trainer and consultant, having trained and addressed thousand of professionals worldwide.



PHILOSOPHY

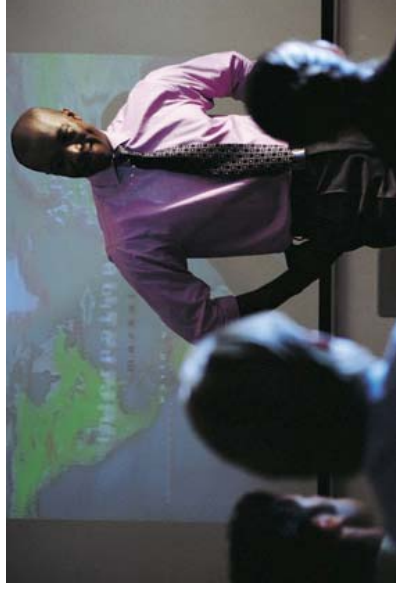
"Work is more challenging than it has ever been, more competitive than it has ever been and more stressful than it has ever been. It stands to reason, then, that it ought, also, to be the more rewarding than it has ever been. This is best achieved by using work to build the skills of the people. Rather than seeing the workplace as the end, I see the workplace as the venue for growing people skills. The end is growth. The workplace provides an excellent environment for that growth to take place. When people are growing, they are more productive, more loyal, more cooperative and take more ownership in their work and in their workplace."

INFORMATION

- Author, "**Getting To The Gut**", a DVD on achieving higher results in convincing others to take the actions you want them to take. (see clips at www.utctraining.com.)
 - Creator "**C.A.P.D.™**", a process for teams that can reduce unnecessary rework by up to 40%.
 - Creator "**Global Integrated Selling Process**", which makes selling more efficient by enrolling the buyer in the process - essentially getting them to participate in selling themselves.
 - Creator "**Team-Based Work System**", a model that provides structure and focus for team leaders, team members and the team as a whole.
 - Creator "**Core People Skills**", six skills that are necessary for success in the workplace of today.
 - Creator "**The Leadership Conference**", a three day immersion in taking leaders from good to excellent.
 - Creator "**Facilitators Leadership Conference**", the definitive process for building and giving superb presentations.
- PUBLISHED ARTICLES (download at www.utctraining.com)**
- "**Anticipating, Meeting and Exceeding Needs and Desires**", an article on superior customer service.
 - "**Rules of Engagement for Team Members**", an article on addressing undesired behavior and conducting effective team meetings.

"It's what's learned and used, not
what's taught that counts."

Robert W. Pike



Facilitators Boot Camp



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Facilitators Boot Camp

The definition of “facilitation”, a Greek word which originated in 1838, is to make it easy. Make what easy? For our purposes, the learning.

There are three key characteristics of an excellent facilitator.

1. An excellent facilitator creates the desire in participants for behavior change, even if the behavior change will mean being uncomfortable.
2. An excellent facilitator proactively and consciously communicates in ways that make the skill(s) to be learned simple – not easy, but simple – for participants to learn and implement.
3. An excellent facilitator judges the effectiveness of their sessions not by how much information is shared, but by the only true measure of learning: Did behavior change?

As master facilitator and author Robert W. Pike states, “**Learning has not occurred until behavior has changed.**”

The Facilitators Boot Camp builds facilitation excellence so that behavior change is achieved faster, with longer lasting results.

WHAT WILL YOU ACCOMPLISH?

Practice

- Videotaped practice and direct feedback.
- Keep your video, including feedback.

Patterns and Files

- Get information into long-term memory.
- Create lasting behavior change.
- Avoid visual/verbal conflict.

Andragogy

- Apply “Andragogy” – how to teach adults.
- The truth about motivation.

Behavior Change

- Drive behavior change.
- Discomfort as a learning tool.
- Dealing with difficult participants.

Preparation

- Set up the venue for learning.
- Control the environment.
- Select the right amount of information.
- Develop impactful openings and closings.

Day 1

- 8:00 a.m. Prompt Start
- 1.5 hours for lunch, lunch is on your own
- Close - 6:00 p.m.

Day 2

- 8:00 a.m. Prompt Start
- Practice using your own presentation
- Close - 4:00 pm (Please plan for flight departures after 6:30pm)

Logistics

- Multiple hotels in the area for travelers.
- Hotel recommendations:

Marriott Union Centre
West Chester, OH 45069
513-874-7335

Wingate Inn
West Chester, OH 45069
513-777-1101

- Limousine Company recommendation:
Executive Services Group
866-437-4872