

ANNOUNCEMENT & REGISTRATION FORM

Midwest Facilitators' Network

<http://www.midwest-facilitators.net>

7th Skills Development Workshop
Monday-Tuesday, May 5-6, 2003

Location: Irons Oaks Adventure and Environmental Learning Center
 20000 Western Ave
 Olympia Fields, IL 60461
<http://www.ironsoaks.org>

Monday May 5th 7:30am	Registration, Continental Breakfast, Networking
8:00am	Workshop Kickoff
Morning Workshop 8:30am	<p><u>“Presentation Skills Workshop”</u> by Jerilyn Willin (Jwillin Consulting, Ltd - Bloomingdale, IL) Speaking in public is a top fear of many adults. As consultants, we are not immune to the “nerves” which can twist our tongues and wet our brows. We all know how easily solid presentation content can be overshadowed by a distracting (or distracted) speaker. What can we do to harness our nerves before and during our presentation? Participants in this interactive workshop will strengthen their presentation skills through completion of four learning objectives: 2) raise awareness of techniques which turn pesky nerves into managed energy; 2) practice physical skills that communicate a confident, credible presence; 3) share tips to keep visual aids in their place...as aids; 4) learn an effective approach for handling the audience Q & A.</p>
11:30am	Lunch, Networking, Etc.
Early Afternoon Adventure 12:30am	<p><u>Building Work Teams (On The Ropes Course - Weather Permitting)</u> by Tim Rhodes (Irons Oaks Adventure and Environmental Learning Center, Olympia Fields, IL) This highly interactive session will be held on the facility's low ropes course (weather permitting). Participants will experience tools and techniques with which to build customer focused work groups and work teams, and will learn methods for groups to design, implement and monitor their own strategies for improving customer service and teamwork.</p>
Afternoon Workshop 2:00pm	<p><u>“Facilitated Thinking - Techniques, Templates, Trigger Question Sets and Tutors”</u> by Dennis Heindl (Nth Degree Software - Greendale, WI) and Paul Collins (Jordan-Webb - Chicago, IL) What would it be like to plug into the wisdom of many of the best facilitators, consultants and mentors? As the assembly-line had a tremendous impact on improving manual-worker productivity, revolutionary new ‘facilitated thinking’ software products will have a similar impact on improving knowledge-worker thinking productivity. This session will review the following three components of facilitated thinking: 1) Choose the Right Problem Solving (Thinking) Approach; 2) Ask the right question(s) at the right thinking time. 3) Select the tool appropriate for the thinking task at hand. The session will also include a hands-on test-drive of ‘MindSights™’, the first truly ‘facilitated thinking’ software product.</p>
Adjourn 5:00pm	Optional Evening Networking Dinner - Location To Be Determined
Tuesday May 6th 7:30am	Registration, Continental Breakfast, Networking
Full Day Workshop 8:30am	<p><u>“Insight Inventory Trainer Certification”</u> by Patrick Handley (Insight Institute - Kansas City, MO) The <i>INSIGHT Inventory Trainer Certification</i> will expand your professional credibility, enhance coaching skills, improve training results, and make a greater impact on organizational performance! This session is facilitated by Patrick Handley, PhD, the developer of the <i>INSIGHT Inventory</i>, and is designed to engage participants in experiential learning and assessment exercises simulating the real world application for the training tools. The workshop emphasizes tips and techniques for integrating the INSIGHT tools into programs and processes. This certification is presented as a full-day workshop. NOTE: This Certification is being offered at a special discounted Price - See Registration Information.</p>
12:00 noon	Lunch, Networking, Etc.
Full Day Workshop (Continued) 1:00pm	<u>“Insight Inventory Trainer Certification” - Continued</u>
4:30pm	Wrap Up Activities, Special Door Prizes, Adjourn

Registration Information

Workshop Fee	<p>Day 1 (Workshop): \$149.00 per person before April 28th \$179.00 after April 28th</p> <p>Day 2 (Certification): \$299.00 per person before April 28th \$349.00 after April 28th</p> <p>Both Days: \$399.00 per person before April 28th \$479.00 after April 28th</p> <p>NOTE:</p> <ul style="list-style-type: none"> • Special One Time Discount for INSIGHT Certification (Day 2) - Normally \$399. • Register early and save \$. • Register for both days and save \$. <p>Fee includes: Workshops, Workshop Materials and Continental Breakfasts and Lunches Fee Does NOT include lodging (see suggestions below). Cancellations after April 28th or no shows may be assessed a cancellation fee</p>
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How to Register	<p>Register early to save \$ and to secure a place in this workshop.</p> <p>Phone: (773)-463-2288 - During the recording press the "2" key. Please announce "MFN Workshop Registration", your company name, and the name, phone # and payment information for each registrant.</p> <p>Fax: (773)-463-1830 - Fax completed registration form with payment information for each registrant.</p> <p>E-Mail: pcollins@jordan-webb.net – e-mail completed registration form with payment information and subject: "MFN Summer Workshop Registration".</p> <p>Snail-mail: Mail completed registration form with payment information to MFN c/o Jordan-Webb, 2656 W Montrose Ave, - Suite 110, Chicago, IL 60618-1559.</p> <p>On-Site: Registration and payment on-site is subject to availability. No guarantee without pre-registration. (Day 1: \$179 - Day 2: \$349 - Both Days: \$479)</p>
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Lodging, Meals, etc.

Participants are responsible for arranging their own lodging. Available options include:					
Nearby Lodging	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>Holiday Inn - Matteson 500 Holiday Plaza Dr Matteson, IL 60443 (708) 747-3500 (800)-845-7275 http://www.sixcontinentshotels.com Ask for Irons Oaks Discount Rate</p> </td> <td style="width: 50%; border: none;"> <p>Country Inn and Suites 950 Lake Superior Drive Matteson, IL 60443 (708)-748-4740 (888) 201-1746 http://www.countryinns.com Ask for Irons Oaks Discount Rate</p> </td> </tr> <tr> <td style="border: none;"> <p>Hampton Inn Chicago - Matteson 5200 West Lincoln Hwy Matteson, IL 60443 (708)-481-3900 (800)-426-7866 http://www.hamptoninn.com</p> </td> <td style="border: none;"> <p>Baymont Inn & Suites - Matteson 5210 Southwick Drive Matteson, IL 60443 (708)-503-0999 (866)-999-1111 http://www.baymontinns.com/chicago-matteson</p> </td> </tr> </table>	<p>Holiday Inn - Matteson 500 Holiday Plaza Dr Matteson, IL 60443 (708) 747-3500 (800)-845-7275 http://www.sixcontinentshotels.com Ask for Irons Oaks Discount Rate</p>	<p>Country Inn and Suites 950 Lake Superior Drive Matteson, IL 60443 (708)-748-4740 (888) 201-1746 http://www.countryinns.com Ask for Irons Oaks Discount Rate</p>	<p>Hampton Inn Chicago - Matteson 5200 West Lincoln Hwy Matteson, IL 60443 (708)-481-3900 (800)-426-7866 http://www.hamptoninn.com</p>	<p>Baymont Inn & Suites - Matteson 5210 Southwick Drive Matteson, IL 60443 (708)-503-0999 (866)-999-1111 http://www.baymontinns.com/chicago-matteson</p>
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Meals	<p>Monday's and Tuesday's continental breakfasts and lunches are included in the Workshop fee. Participants with special dietary needs should contact Linda Romansic at: romansicl@aol.com or (847) 566-0644.</p> <p>Participants are on their own for Monday night's dinner and are encouraged to organize in groups, car pools, etc. for dinner, networking, post-dinner discussion, socializing, etc. There are many excellent restaurants in the South Suburban Chicago area (Olympia Fields, Homewood-Flossmoor, Matteson, Richton Park, Park Forest, Tinley Park, Harvey), within a short drive of the conference facility. A list of restaurant suggestions will be available at the workshop.</p>				
Dress Code	Business casual				

Travel Information

<p>Travel Suggestions</p>	<p>The Irons Oaks Environmental Learning Center is a joint project of the Homewood-Flossmoor and Olympia Fields park districts. It is located in South Suburban Chicago, 33 miles south of Downtown.</p> <p>There are few public transportation options available. Car pool! Use your own network! Call if you need help. We will help people who can offer or who need rides establish contact.</p> <p>For directions and an area map: http://www.ironsoaks.org/directions.html</p>
<p>(1) From Chicago, O'Hare Airport, North and NorthWest, Wisconsin, Minnesota, Iowa Via I-90/94/57/294/88</p>	<p>From Chicago: a) Proceed South on Dan Ryan Expressway (I-90-94) to I-57; b) South on I-57 to East Vollmer Road Exit; c) Travel East on Vollmer Road to Irons Oaks; d) see parking (7) below.</p>
<p>(2) From South Suburbs Close to I-294 (Tri-State Tollway)</p>	<p>From the South Suburbs: a) Take I-294 South to Dixie Hwy Exit; b) South (right) on Dixie Hwy almost ½ mile to viaduct; c) Go under viaduct; d) Immediately after the viaduct; turn South (right) onto Harwood Ave. Harwood Ave turns into Western Ave; e) Follow Western Ave. South to Vollmer Road; f) Turn West (right) onto Vollmer Road and go approximately one block. g) Turn South (left) into parking lot - see parking (7) below.</p>
<p>(3) From the West via I-80 or I-88</p>	<p>From I-80: a) I-80 East to I-57 South; b) South on I-57 to East Vollmer Road Exit; c) Proceed as in (1-c) above.</p> <p>From I-88: d) I-88 East to I-294 South (Tri State Tollway); e) Proceed as in (2-a) above.</p>
<p>(4) From the South via I-57</p>	<p>From I-57: a) I-57 North to East Vollmer Road Exit; b) Proceed as in (1-c) above.</p>
<p>(5) From the East, Indiana, Michigan, Ohio via I-80/I-294</p>	<p>From the East: a) West on I-80 / 294 to Halsted Street (Route 1); b) South on Halsted to Vollmer Road. c) Proceed as in (2-f) above.</p>
<p>(6) From Midway Airport, Chicagoland South/SouthWest, via I-55 (Stevenson Expressway)</p>	<p>From Midway: a) Take Cicero Ave (Illinois Route 50) northbound to I-55 (Stevenson Expressway); b) take I-55 southbound (towards St Louis) to junction with I-294 (Tri-State Tollway); c) Proceed as in (2-a) above.</p>
<p>(7) Parking</p>	<p>The main parking lot is off of Vollmer Road. All buses MUST use this lot. This gravel parking area fits approximately 50 cars. The exact address is 2453 W. Vollmer Road.</p>
<p>(8) Commuting by Rail or Bus</p>	<p>There are limited options for commuting.</p> <p>Commuting:</p> <p>a) Take Metra Electric Commuter train to the Olympia Fields Station;</p> <p>b) Short walk or call Irons Oaks to request a pickup (708)-481-2330</p> <p>Amtrak Trains:</p> <p>c) Amtrak to Chicago Union Station; short taxi ride to Metra Electric Station and proceed as (8-a) above.</p> <p>Other Public Transportation Information:</p> <p style="text-align: center;">RTA (312)-836-7000 - http://www.rtachicago.com METRA (312)-322-6777 - http://www.metrarail.com PACE (847)-364-7223 - http://www.pacebus.com CTA (888)-968-7282 - http://www.transitchicago.com AMTRAK (800)-472-7245 - http://www.amtrak.com</p>
<p>(9) By Air</p>	<p>Take commercial flights into Chicago's O'Hare or Midway Airports. Rent a car and proceed as in (1) or (6) above.</p>

About the Presentations and the Presenters - I

Monday, May 5th - Morning Workshop

“Presentation Skills Workshop”
by Jerilyn Willin
(Jwillin Consulting, Ltd - Bloomingdale, IL)

Speaking in public is a top fear of many adults. As consultants, we are not immune to the “nerves” which can twist our tongues and wet our brows. We all know how easily solid presentation content can be overshadowed by a distracting (or distracted) speaker. What can we do to harness our nerves before and during our presentation?

Participants in this interactive workshop will strengthen their presentation skills through completion of four learning objectives:

- raise awareness of techniques which turn pesky nerves into managed energy,
- practice physical skills that communicate a confident, credible presence,
- share tips to keep visual aids in their place...as aids
- learn an effective approach for handling the audience Q & A.

Objectives will be met through the use of lecturette, small group practice and feedback (yes, you will be asked to give a one minute presentation in your small group), and the exchange of successful technique ideas in the large group.

By the very nature of our work we are expected (and expect) to present in a confident, compelling manner. Whether we are selling our services to a prospective client, reporting project results to an executive committee, or talking about “what we do” for career day at our child’s school, solid presentation skills increase our credibility. Credibility encourages the audience to listen to our message.

Jerilyn Willin is a consultant and coach with over seventeen years experience in the field of performance and organizational development. Transitioning from a career as a psychotherapist, Jerilyn worked as an internal consultant for more than ten years before following the call of her entrepreneurial spirit and founding *JWillin Consulting, Ltd.*, in 1996. Since 1996, she has partnered with a variety of organizations, from not-for-profit agencies to Fortune 500 companies. Her clients include individuals and organizations in the industries of banking, retail, manufacturing, healthcare, quick service restaurants, and nuclear power. Her work has taken her all over the United States as well as to Canada, Australia and New Zealand. Jerilyn believes sustained client success comes from a client-consultant partnership which promotes skill/knowledge transfer and results in custom-designed interventions addressing the client’s unique needs. Her practice focuses in the areas of team effectiveness, professional strategies coaching, and leadership development program design/facilitation. In addition to designing/facilitating team interventions, she has developed and conducted workshops in presentation skills, behavioral interviewing, and performance management for all levels of employees. Speaking to groups is a particular joy. Jerilyn has presented to associations such as the Chicago Industrial/Organizational Psychologists, Windy City Writer’s, and the Midwest Society of Professional Consultants. Examples of her topics include: “Making a Presentation Without Passing Out,” “Change is Easy, It’s the Transition That Gets You,” and “Starting a Business? It’s More than a Shingle.” She holds Master of Science degrees in Counseling Psychology (George Williams College) and in Human Resources/Industrial Relations (Loyola University of Chicago). Visit Jwillin Consulting’s website at: <http://www.jwillinconsulting.com>

About the Presentations and the Presenters - II

Monday, May 5th - Early Afternoon Adventure

"Building Work Teams - On The Ropes Course - Weather Permitting"
by Tim Rhodes
Irons Oaks Adventure and Environmental Learning Center
Olympia Fields, IL

This highly interactive session will be held on the facility's low ropes course (weather permitting). Participants will experience tools and techniques with which to build customer focused work groups and work teams, and will learn methods for groups to design, implement and monitor their own strategies for improving customer service and teamwork.

Tim Rhodes made the arrangements for Irons Oaks to host this MFN event and is the Adventure Center Director. Visit the Irons Oaks Adventure and Environmental Learning Center's website at:
<http://www.ironsoaks.org>

Monday, May 5th - Afternoon Workshop

"Facilitated Thinking - Techniques, Templates, Trigger Question Sets and Tutors"
by Dennis Heindl
Nth Degree Software - Greendale, WI
and
Paul Collins
Jordan-Webb - Chicago, IL

Improving Productivity of Thought using a 'Facilitated Thinking' process

As the assembly-line had a tremendous impact on improving manual-worker productivity, revolutionary new 'facilitated thinking' software products will have a similar impact on improving knowledge-worker thinking productivity. This session will review the following three components of facilitated thinking: 1) Choose the Right Problem Solving (Thinking) Approach; 2) Ask the right question(s) at the right thinking time. 3) Select the tool appropriate for the thinking task at hand. The session will also include a hands-on test-drive of 'MindSights™', the first truly 'facilitated thinking' software product.

1. Choose the Right Problem Solving (Thinking) Approach

Most people think it makes no difference which problem-solving method people are trained to use as long as it's systematic. *Not true*, using the wrong thinking strategy will shape thinking performance in an unproductive fashion. We will explore (with handouts) two of the seven problem solving thinking (approaches) strategies.

- a. Fix-it: something is wrong and needs to return to its original state or past condition.
- b. Improve-it: some existing condition needs to be changed and made better.
- c. Create-it: something that never existed needs to be developed.
- d. Anticipate-it: something that might exist needs to be prepared for.
- e. Basic Problem Solving: resolve simple problems in 90 minutes or less.
- f. Standard Problem Solving: resolve difficult problems or situations.
- g. Comprehensive Problem Solving: resolve complex problems or situations.

2. Ask the right question(s) at the right thinking time.

Buried within questions are the seeds of the kinds of answers they will permit. So asking the right questions gives the best chance to produce the right answer. Trigger questions are empowering and essential for improving thinking because they drive the mind to go down different thinking pathways. We will review (with handout) the most important problem solving questions that can be asked for any kind of problem

About the Presentations and the Presenters - III

3. Select the tool appropriate for the thinking task at hand.

Just as physical tools evolved to help improve manual-worker productivity, new cognitive tools need to be developed to help improve knowledge-worker productivity. Having the right cognitive tool is as important for a knowledge-worker as having the right physical tool is for the craftsperson. We will walk through (with handouts) 15-20 techniques and templates from over 100 thinking productivity tools.

Hands on Test-Drive of "MindSights™"

What would it be like to plug into the wisdom of many of the best facilitators, consultants and mentors? What if there were a tool to amplify thinking productivity and creativity anytime you choose? **MindSights™** is such a tool! It is designed to work the same way humans function to enhance individual and team productivity of thought. Like facilitators, MindSights™ guides thinking through the selection of the right thinking strategy for the task at hand. It then prompts users with the right questions to ask and the right tools to use at just the right time. The result is finding the best resolution for each unique situation.

Dennis Heindl is a software designer specializing in development of problem-solving and cognitive software. Two years ago he founded Nth Degree Software, Inc. on the vision that technology is central to enhancing human thinking potential. His company's revolutionary 'facilitated-thinking' software is now starting to get recognition. Recently, Mr. Heindl was invited to present his breakthrough ideas at the prestigious Ninth Annual Conference on Thinking. His company has also received a rare grant from the U.S. Department of Education, one of only 40 companies in the US to receive such a grant. Prior to Nth Degree Software, Inc., Mr. Heindl worked 30 years with AT&T and Ameritech where he held a variety of multi-disciplined work assignments. These assignments enabled him to acquire technical expertise from 18 years of experience that ranged from application and methods development, systems design and programming to collaborative computing architecture. He also acquired management expertise from 12 years of experience that ranged from information center, data center, customer care and project management to corporate financial planning. Mr. Heindl received an MBA degree from the University Wisconsin - Milwaukee, and an undergraduate degree from Marquette University. Visit Nth Degree Software's website at: <http://www.nthdegreesoft.com>

Paul Collins did his first "formal" facilitation when he called a square dance at the age of 12. Paul became an independent consultant in 1981, after spending some 13 years in multiple disciplines of information technology. Since 1989, he has specialized in providing facilitation services as a neutral third party consultant. Paul helps clients integrate work processes with collaborative technology tools that support decision making and information gathering - tools that enable work groups to operate more effectively in face-to-face, distributed and virtual environments. Paul's facilitation style has been described as empowering and leading without directing, helping participants quickly overcome technophobia, and making sessions highly productive and fun. Paul is active in a number of professional organizations, including the Midwest Facilitators' Network (MFN), where he is a co-founder, director and webmaster. Paul's client experience has included: National Aeronautic and Space Administration (NASA), GATX Corporation, McDonald's Corporation, Motorola, U.S. Environmental Protection Agency (US EPA), BP Amoco Corporation, U.S. MEPCOM, the Tutor/Mentor Connection, Cabrini Connections, Chicago Wilderness, Teen Think Tanks of America, the Common Ground for Pro Life/Pro Choice, Graduate Business Schools at the University of Chicago, Loyola University, De Paul University, Illinois Institute of Technology, Illinois Benedictine University and the University of Wisconsin. He is a member of the Board of Advisors for Loyola University's Center for Information Management and Technology (CIMT). Paul is an accomplished instructor of various types of ethnic folk dance and a caller of traditional American square and contra dance. Paul is the founder and director of Ethnic Dance Chicago, a multi-ethnic group of people of all ages who enjoy the dances and music of many countries from around the world and is co-director of the Door County Folk Festival, one of Midwest's most popular and enjoyable dance and music festivals. Visit Jordan-Webb's website at: <http://www.jordan-webb.net>

About the Presentations and the Presenters - IV

Tuesday, May 6th - Full Day Workshop

"INSIGHT Inventory Trainer Certification"
by Patrick Handley
Insight Institute - Kansas City, MO

Overview

The *INSIGHT Inventory Trainer Certification* will expand your professional credibility, enhance coaching skills, improve training results, and make a greater impact on organizational performance! This session is facilitated by Patrick Handley, PhD, the developer of the *INSIGHT Inventory*, and is designed to engage participants in experiential learning and assessment exercises simulating the real world application for the training tools. The workshop emphasizes tips and techniques for integrating the INSIGHT tools into programs and processes. This certification is presented as a full-day workshop.

The INSIGHT Inventory is a positive, non-threatening personality style assessment that describes four personality traits: assertiveness, responsiveness, decision-making pace, and need for structure. It helps people see how they compare to others and develop strategies for flexing their style to improve work and personal relationships.

Key Features:

- Self-scoreable—only 15 minutes—move quickly from developing a profile to applying the learning.
- Keeps people from being labeled and put in a box, explains how environments affect behavior.
- Provides personality assessment on both work and personal style expanding self awareness.
- Positive and focused on practical application— participants take responsibility for their personal development and learn skills for "flexing."

Training Applications:

- The ease-of-use and practical nature of the INSIGHT Inventory makes it the ideal employee assessment to use in any of the following areas:

Team Development	Communications
Management Development	Conflict Resolution
Career Development	Stress Management
Leadership Development	Employment Interviewing
Change Management	Career Counseling
Customer Service	Sales Training

The INSIGHT Inventory is one of the most widely used products created by Dr. Handley and has been used by many corporate trainers for over ten years. This has been recently joined by a new special application version, *Selling with INSIGHT*, specifically designed for improving sales and marketing effectiveness. Dr. Handley has also just completed a new set of team-building materials, *INSIGHT Team-Development Modules*. These materials are designed to help normal teams transition to high-performance teams. They evolved over the course of 9 years of research and beta testing at sites at Steelcase, Inc., St Francis Hospital, Service Master, Inc., Focus on the Family Ministries, and Precision Casting.

Dr. Patrick Handley is a licensed psychologist, management consultant, and professional speaker. He founded and is director of the Insight Institute, Inc., an organization that creates and publishes training and educational materials. He travels internationally presenting programs to business managers and educators on such topics as team-building, leadership, behavioral management, and personal effectiveness. His materials have been translated in as many as six languages. Dr. Handley has worked for 19 years in the field of organizational training and specializes in team-development and personality testing. Prior to beginning his own publishing and consulting company, Dr. Handley worked as an employee in corporate settings holding such positions as: performance improvement specialist, manager of a human resource department, director of management training, and manager of career development. Dr. Handley obtained a Ph.D. in counseling psychology at the University of Missouri. He completed his primary area of study in personality assessment and support areas in organizational development and behavioral psychology. He held faculty appointments at two universities, Virginia Polytechnic Institute and the University of Missouri. In these positions he taught graduate level psychology, personality testing, and organizational development courses, directed a career development center, and served as an advisor on doctoral dissertation committees. Visit the Insight Institute's website at:

<http://www.insightinstitute.com>

