

ANNOUNCEMENT & REGISTRATION FORM

Midwest Facilitators' Network

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

33rd Midwest Facilitators' Conference

Friday, January 23, 2004

Location:

Hamburger University (McDonald's Corporation)

2715 Jorie Boulevard

Oak Brook, Illinois 60523

http://www.mcdonalds.com/corp/career/hamburger_university.html

Conference Agenda

8:00am	Arrival, Registration, Continental Breakfast, Networking
8:15am	Conference Kickoff
SESSION 1 8:30am to 10:00am	"Enhancing Productivity by Providing a Creatively Stimulating Environment" - Eva Niewiadomski (Catalyst Ranch) This workshop will explore the importance environment plays in eliciting more from participants and employees and how environment can make or break a meeting. We will discuss how each of the five senses can be engaged throughout the meeting in such a way that the participant is more invested in the meeting and its results.
10:00am	Break, Networking, etc. (15 minutes)
TANDEM 2A 10:15am to 12:15pm	"Successful Negotiating Skills" - Bob Lapin (Zehren Friedman Associates) This session will engage the participants in a negotiating exercise where their very survival is a stake. The debrief will investigate the motives and approaches that each group used in the role-play and look for approaches, attitude and skills necessary to reach a mutually agreeable outcome. (repeated at 3:00pm)
TANDEM 2B 10:15am to 12:15pm	"Social Styles and Facilitation: Facilitation that Invites all Styles to Participate" - Cathy Alper (C Results) As facilitators, our natural tendencies may be to design and facilitate sessions that are comfortable for people who are basically, like us. In this workshop we will use Social Styles as a tool to help us better understand ourselves, better understand our facilitation audience, and guide us in adjusting our style to meet the needs of the audience in front of us rather than an audience of people like ourselves. (repeated at 3:00pm)
12:15pm	Lunch, Networking, Etc. (60 minutes)
TANDEM 3A 1:15pm to 2:45pm	"Scenario Planning" - by Terrence Metz (Morgan Madison & Company) This workshop is designed to instruct facilitators about the value and approaches to scenario planning. Learn why plans have less value than the process of planning. Contribute your own insight and experience towards understanding how planning processes support decision-making processes. Participate with a sub-team toward building a future scenario and identifying dimensions and outliers that could impact planning and prioritization for you and your clients.
TANDEM 3B 1:15pm to 2:45pm	"Frowns, Smirks, Sights and Insults: Dealing With the 'Undiscussables' at Work" - Jackie Sloane (Sloane Communications) In this session, participants will gain a deeper experience of how the emotional content of communication profoundly affects meaning; learn and experiment with a communication model for addressing difficult situations with respect and well-being; work with an inquiry tool to guide planning for effective, tough conversations; and discuss effective approaches for addressing group and one-on-one issues.
2:45pm	Break, Networking, etc. (15 minutes)
TANDEM 4A 3:00pm to 5:00pm	"Successful Negotiating Skills" - Bob Lapin (Zehren Friedman Associates) This session will engage the participants in a negotiating exercise where their very survival is a stake. The debrief will investigate the motives and approaches that each group used in the role-play and look for approaches, attitude and skills necessary to reach a mutually agreeable outcome. (repeated from 10:15am)
TANDEM 4B 3:00pm to 5:00pm	"Social Styles and Facilitation: Facilitation that Invites all Styles to Participate" - Cathy Alper (C Results) As facilitators, our natural tendencies may be to design and facilitate sessions that are comfortable for people who are basically, like us. In this workshop we will use Social Styles as a tool to help us better understand ourselves, better understand our facilitation audience, and guide us in adjusting our style to meet the needs of the audience in front of us rather than an audience of people like ourselves. (repeated from 10:15am)
5:00pm	Wrap Up, Door Prizes, Adjourn

Registration Information

<p>SPONSOR For This Conference</p>	<p>The Facilities for the 33rd Midwest Facilitators' Conference are provided by McDonald's Corporation at Hamburger University, 2715 Jorie Boulevard, Oak Brook, Illinois 60523 http://www.mcd.com</p>	
<p>SPONSOR Nightingale-Conant</p>	<p>Since 1993, Nightingale-Conant (Niles, Illinois) has been a sponsor to MFN, providing the vast majority of door prizes. Nightingale-Conant is the largest producer and distributor of instructional and motivational audio and video tapes for Personal and Business Development, Wealth Building, Sales, Mind Technology, Health & Wellness and Spiritual Growth. N-C provides Coaching Services and has a full-service Speakers' Bureau. Visit their website at: http://www.nightingale.com</p>	
<p>SPONSOR University Associates</p>	<p>Since 1993, University Associates, has been a sponsor and supporter of MFN activities, providing products and a number of high-value door prizes, such as tuition-free seats in their workshops. Visit their website at: http://www.universityassociates.com</p>	
<p>Conference Fee</p>	<p>Conference Fee:</p> <ul style="list-style-type: none"> • \$99.00 per participant on or before January 19th (Early Registration Discount) • \$119.00 per participant after January 19th • \$119.00 per participant at the door (no guarantee without pre-registration) <p>Now accepting all major credit cards: (Visa, MasterCard, American Express, Discover/Novus, Diner's Club)</p> <ul style="list-style-type: none"> • Fee includes Conference, Materials, Continental Breakfast & Lunch. • Fee Does NOT include lodging (see suggestions below). <p>Cancellations after January 19th or no shows may be assessed a cancellation fee</p>	
<p>How to Register</p>	<p>Register early to save \$ and to secure a place in this conference.</p> <p>Phone: (773) 463-2288 - During the recording press the "2" key. Please announce "MFN Conference 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: register@midwest-facilitators.net – E-mail completed registration form with payment information and subject: announce "MFN Conference 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.</p>	
<p>Closest Lodging Participants are responsible for arranging their own lodging. There are several options available:</p>	<p>Participants are responsible for arranging their own lodging. There are several options available, the first being at The Lodge, on the Campus of Hamburger University.</p> <p>The Lodge: A block of rooms have been reserved for MFN participants at The Lodge. Availability is on a first-come, first-serve basis. The Lodge is on the Campus of McDonald's Hamburger University (HU). Use of the Health Club is \$5 for Lodge guests. Reservations at The Lodge: (630)-990-5800 (please ask for the McDonald's rate and state that you're attending a Conference at HU), 2815 Jorie Blvd, Oak Brook, IL 60521.</p>	
<p>Other Nearby Lodging (Request the McDonald's Rate)</p>	<p>The Drake Oak Brook 2301 York Road Oak Brook, IL 60521 (630)-574-5700</p>	<p>Oak Brook Hills 3500 Midwest Road Oak Brook, IL 60522 (630)-850-5555</p>
<p></p>	<p>Four Points Sheraton 17W350 22nd St. Oakbrook Terrace, IL 60181 (630)-833-3600</p>	<p>Marriott Hotel 1401 W 22nd St Oak Brook, IL 60523 (630)-573-8555</p>
<p></p>	<p>Hyatt Oak Brook 1909 Spring Road Oak Brook, IL 60521 (630)-573-1234</p>	<p>Holiday Inn Oak Brook/Elmhurst 933 S Rte 83 Elmhurst, IL 60126 (630)-279-0700, (800)-465-4329</p>
<p>Meals</p>	<p>Continental breakfast and lunch is included in the Conference fee. Participants with special dietary needs contact: david.dewitt@dsc-logistics.com</p>	
<p>Dress Code</p>	<p>Business casual</p>	

Travel Information

<p>Travel Suggestions</p>	<p>Hamburger University is approximately 15 miles west of Downtown Chicago in Oak Brook, Illinois.</p> <p>There are some public transportation options available. Car pool! Use your network! Call if you need help. We will help people who can offer a ride or who are in need of a ride to make contact with each other.</p>
<p>(1) From Downtown Chicago</p>	<p>a) Take I-290 (Eisenhower Expressway) westbound to I-88 (East-West Tollway); b) continue westbound on I-88 and take first exit after toll booth (Cermak Road); c) turn right (eastbound) onto Cermak Road to the second traffic light – Jorie Blvd (just under the viaduct); d) turn right onto Jorie Blvd and follow this road to the third traffic light (Kroc Drive); e) turn left at Kroc Drive to the first stop sign and turn left; f) Parking is on the right; The Lodge is the first building on the left and Hamburger University is the second building on the left.</p>
<p>(2) From Chicagoland (south/near north), Indiana, Michigan and points east & south via I-90/94, I-57</p>	<p>a) Take I-90 / I-94 Kennedy Expressway southbound or Dan Ryan northbound Expressway to Downtown Chicago to I-290 westbound (Eisenhower Expressway); b) proceed as (1-a) above.</p> <p>Alternate route bypassing downtown Chicago from Indiana and points east: c) take I-80/94 westbound to I-294 (Tri-State Tollway); d) take I-294 northbound to I-88 (East-West Tollway) westbound and proceed as (1-b) above.</p>
<p>(3) From Chicagoland (north/northwest), Wisconsin, and points north via I-90/94</p>	<p>a) Take I-90 / I-94 Kennedy Expressway northwest-bound or Northwest Tollway southeast-bound towards O'Hare Airport; b) take I-294 (Tri-State Tollway) southbound to I-88 westbound; c) proceed as (1-b) above.</p>
<p>(4) From O'Hare Airport, Chicagoland (north/northwest)</p>	<p>a) Take I-294 (Tri-State Tollway) southbound to I-88 westbound then proceed as in (1-b) above. For public transportation from O'Hare, take Congress Blue Line Train from O'Hare and proceed as in (9) below.</p>
<p>(5) From Midway Airport, Chicagoland (south/southwest), Southern Illinois and points south via I-55</p>	<p>a) Take Cicero Ave (Illinois Route 50) northbound to I-55 (Stevenson Expressway); b) take I-55 southbound to I-294 (Tri-State Tollway); c) take I-294 northbound to I-88 westbound then proceed as in (1-b) above.</p>
<p>(6) From Iowa and points west via I-88 or I-80</p>	<p>Via I-88: a) Take I-88 (East-West Tollway) eastbound to Midwest Road Exit; b) proceed northbound on Midwest Road to Cermak Road; c) then proceed as in (1-c) above.</p> <p>Via I-80: d) Take I-80 eastbound to I-55; e) take I-55 northbound to I-294 (Tri-State Tollway); f) take I-294 northbound to I-88 westbound then proceed as in (5-c) above.</p>
<p>(7) Parking</p>	<p>Parking is on the Hamburger U Campus as in (1-f) above.</p>
<p>(8) Commuting From Chicago</p>	<p>a) Take the CTA Blue Line train westbound towards Forrest Park to the Des Plaines Ave Station (end of the line); b) take the PACE bus #747 to Cermak & McDonald's Drive; c) this places you at the McDonald's Plaza Building (Please refer to the HU map). Inside the building is a guard station, they can direct you to take the McDonald's company shuttle from the Plaza to Hamburger University where this conference is taking place.</p>
<p>(9) Commuting from other suburbs</p>	<p>For public transportation information please contact:</p> <p>Public Transit Information:</p> <p>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>(10) Travel By Air</p>	<p>a) Take commercial flights into Chicago's O'Hare or Midway Airports. Rent a car and proceed as in (4) or (5) above.</p> <p>b) From O'Hare Airport, Take the CTA Blue Line train westbound towards Forrest Park, through Downtown, to the Des Plaines Ave Station (end of the line); proceed as (8-b) above.</p> <p>c) From Midway Airport take CTA Orange Line train Downtown to the State & Lake Loop Transfer Station. Walk downstairs to the Blue Line subway and take the westbound Forest Park Train; proceed as (10-b) above.</p>
<p>(11) Travel By Rail</p>	<p>Take Amtrak trains into Chicago's Union Station. Rent a car and proceed as in (1) above; or for public transportation from Union Station, take the CTA Blue Line train westbound towards Forrest Park from the Clinton Street station and proceed as in (8-a) above.</p>

MFN - UPCOMING EVENTS / NOTICES

To suggest a future program or presenter, or to become involved in MFN, contact us using the information below.

Please send your current e-mail address, phone & fax number and address changes so that we can keep you informed about MFN events in a variety of ways. E-mail: pcollins@jordan-webb.net; Fax: (773) 463-1830; Voice: (773) 463-2288.

Visit MFN's Website @ <http://www/midwest-facilitators.net> Click On the link to "Facilitator Opportunities"

<p>Friday, January 23, 2004 MFN Winter Conference</p>	<p>Hosted by Mc Donald's Corporation in Oakbrook, IL NW Chicago Suburb – Details: <i>"Enhancing Productivity by Providing a Creatively Stimulating Environment"</i> - <u>Eva Niewiadomski</u> (Catalyst Ranch); <i>"Successful Negotiating Skills"</i> - <u>Bob Lapin</u> (Zehren Friedman Associates); <i>"Social Styles and Facilitation: Facilitation that Invites all Styles to Participate"</i> - <u>Cathy Alper</u> (C Results); <i>"Scenario Planning"</i> - <u>Terrence Metz</u> (Morgan Madison & Company); <i>"Frowns, Smirks, Slight and Insults: Dealing With the 'Undiscussables' at Work"</i> - <u>Jackie Sloane</u> (Sloane Communications); http://www/midwest-facilitators.net, info@midwest-facilitators.net, (773)-463-2288</p>
<p>January 28-29, 2004 Business Requirements to Use Cases Workshop</p>	<p>Business Requirements to Use Cases, With Facilitation Techniques, how to develop detailed business driven Use Cases, at Loyola University - Water Tower Campus, Downtown Chicago, (312)-925-6841, jhilty@sentialpoint.com, http://www.SentialPoint.com</p>
<p>May TBA, 2004 MFN Spring Conference</p>	<p>Hosted by Catalyst Ranch in Downtown Chicago, IL - Tentative Details: <i>"A Facilitator's Vision"</i> and <i>"Certified MASTER Facilitator: Do you have what it takes?"</i> and <i>"Meeting Manager or Meeting Leader: Which are you?"</i> - <u>Michael Wilkinson</u> (Leadership Strategies); <i>"Future Trends"</i> - <u>Marian Cook</u> (AGEOS); <i>"Appreciative Inquiry"</i> - <u>Tom Griffith</u> (U. S. Cellular Corporation); and other programs; http://www/midwest-facilitators.net, info@midwest-facilitators.net, (773)-463-2288</p>
<p>April 30-May 5, 2004 IA2P Annual Conference</p>	<p>International Association of Public Participation (IA2P) Annual Pre-Conference & Conference, in Madison, WI, Inwformation: http://www.iap2.org, iap2hq@iap2.org, (800)-644-4273</p>
<p>Jun 15-20, 2004 IAF Annual Conference</p>	<p>International Association of Facilitators (IAF) Annual Pre-Conference & Conference, in Scottsdale, AZ, Information: http://www.iaf-world.org, iaoffice@iqc.apc.org or pbushee@mr.net, (952)-891-3541, (800)-281-9948</p>
<p>October TBA, 2004 MFN Fall Conference</p>	<p>Hosted by TBA – Details TBA http://www/midwest-facilitators.net, info@midwest-facilitators.net, (773)-463-2288</p>

----- Cut Here & Mail or Fax to Registrar -----

MFN c/o Jordan-Webb, 2656 West Montrose Ave-Suite 110, Chicago, IL 60618 or Fax: (773) 463-1830 or pcollins@jordan-webb.net

Registration Form - 33rd Facilitators' Conference - Midwest Facilitators' Network - 01/23/2004

<p>_____</p> <p>Name</p> <p>_____</p> <p>Company</p> <p>_____</p> <p>Address & Mail Code</p> <p>_____</p> <p>City/State/Zip</p> <p>_____</p> <p>Business Phone Home Phone</p> <p>_____</p> <p>E-mail Address and Website Address</p>	<p>Early Conference Fee: \$99/registrant: \$ _____ (On/Before 01/19/2004)</p> <p>Late Conference Fee: \$119/registrant: \$ _____ At the Door Fee: \$119/registrant: (After 01/19/2004)</p> <p>Mark Session Choices: 2: A - B 3: A - B 4: A - B</p> <p>_____</p> <p>Visa-MasterCard-American Express-Discover/Novus-Diner's Club CARD NUMBER</p> <p>_____/_____ SIGNATURE EXP. DATE VCODE</p> <p>_____</p> <p>Your Company PO Number for Invoicing\</p>
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About the Presentations and the Presenters I

"Enhancing Productivity by Providing a Creatively Stimulating Environment" - by Eva Niewiadomski (Catalyst Ranch) Chicago, Illinois

Looking to shake up your meetings? Trying to find a way to keep your sessions energetic and vibrant? This workshop will explore the importance environment plays in eliciting more from participants and employees and how environment can make or break a meeting. We will discuss how each of the five senses can be engaged throughout the meeting in such a way that the participant is more invested in the meeting and its results. We will arm you with tools and ideas for transforming even the most boring, staid hotel conference room into a space that will exponentially increase the results of each and every meeting you facilitate. In the second portion of the workshop, we will talk about how to maintain the momentum of the environment you've created and keep your participants engaged every step of the way. We will explore the power of icebreaker, energizer and creativity exercises and go through a range of examples. And to make sure that you feel comfortable adding them to your repertoire, we'll practice them in the session and have some fun.

Eva Niewiadomski is owner and founder of Catalyst Ranch, an innovative meeting space in downtown Chicago, located in historic Haymarket Square. The environment at Catalyst Ranch is unlike any other conference center - it is colorful, eclectic, filled with retro furniture, windows, toys, artwork, books, an electronic organ, boas, essential AV equipment and lots more to boot. Prior to opening her own business, Eva worked for fifteen years for Quaker Oats, most recently in marketing and new product development. It was in that capacity that she trained as a facilitator and designed and led multitudes of new product, naming and promotion development brainstorming sessions. And, in her spare time, she also created a couple of Innovation Hallways and a Creativity Room for the divisions she was working for at the time. Those were the precursors for Catalyst Ranch. Eva has an MBA from Kellogg in Marketing and International Business. In her previous incarnations she was a CPA and a financial analyst, but she really doesn't like to talk about that deeply buried history. Some of Catalyst Ranch's loyal clients include U.S. Cellular, Wm. Wrigley Jr. Co, Unilever Home & Personal Care, Heartland Alliance, Quaker Foods & Beverages, Motorola, Supergroup®, Think Shop, Russell Williams Group and Customer Evangelists.

For more information visit: <http://www.catalystranch.com>

"Successful Negotiating Skills" - by Bob Lapin (Zehren Friedman Associates) Riverwoods, Illinois

Regardless of our job title, we negotiate every single day. We negotiate with our clients, suppliers, peers, bosses, spouses and kids. How well we do in these everyday negotiations can not only determine the outcomes but also affect long-term relationships and our personal sense of self-worth. This two-hour session will engage the participants in a negotiating exercise where their very survival is a stake. The debrief will investigate the motives and approaches that each group used in the role-play and look for approaches, attitude and skills necessary to reach a mutually agreeable outcome.

Bob Lapin has 25 years of experience in management, training and consulting. His formal education was in food microbiology, and he holds a M.S. degree in Food Science. His work experience began with the FDA before moving to the food industry. He held progressively more responsible quality assurance positions at General Mills and Quaker Oats, and was Director of Quality Assurance for Anderson Clayton Foods. Building upon his corporate Quality Management experience, Bob began his consulting career in 1983 when he joined Philip Crosby Associates, a worldwide quality management-consulting firm. He established their U.K office and lived in London in the late 1980's. Prior to joining Zehren Friedman Associates, he was principal of his own independent consulting practice.

About the Presentations and the Presenters II

(Successful Negotiating Skills - Continued)

Zehren Friedman Associates is a Chicago based consulting and training company that helps clients improve results through the art and science of persuasion. Their highly interactive workshops include: · Presentation Skills - the ability to stand before a group of people, look each person in the eye and make a persuasive presentation; · Selling Skills - the ability to ask good questions, listen intently and offer solutions that truly meet the client's needs · Negotiating Skills - the ability to reach agreement either by judicious sharing of available resources or through a truly collaborative approach that doesn't depend on the resources originally available, but "looks outside the box" for a truly creative solution · Internal Consulting Skills - "contracting" with internal managers or departments to deliver specialized services and advice where the internal consultant has no line authority but shares responsibility for results.

For more information visit: <http://www.zehrenfriedman.com>

***"Social Styles and Facilitation: Facilitation that Invites all Styles to Participate" -
by Cathy Alper (C Results)
Thiensville, Wisconsin***

The core role of a facilitator to get all voices heard and all ideas on the table. It is our job to create an environment where everyone feels comfortable participating. Yet, the mere fact that we are willing to stand up in the front of the room, tells you that we are a self-select group and perhaps not representative of the people in the facilitation session. Our natural tendency is to design and facilitate a session that is comfortable for people who are basically, like us. In this workshop session we will use Social Styles as a tool to help us better understand ourselves, better understand our facilitation audience, and guide us in adjusting our style to meet the needs of the audience in front of us rather than an audience of people like ourselves. No matter what your facilitation skill level, this highly interactive session will give you a new twist on which facilitation skills to use and when to use them.

Cathy Alper, M.A. is the owner of C-Results, a consulting company that specialized in team coaching - helping business teams go from good to great. She is an employee/organization development professional who uses consulting, training, leadership development, coaching, and facilitation to help people work well together to achieve business results. She is a contributing author to the 2004 Pfeiffer Training Annual, a Senior Manager with Leadership Strategies, and a past Southeast Wisconsin ASTD Board Vice President. She is certified presenter of numerous training programs including Social Styles, Cahners Tracom, and Effective Facilitation, Leadership Strategies.

For more information visit: <http://www.leadstrat.com>

About the Presentations and the Presenters III

"Scenario Planning" - by Terrence Metz (Morgan Madison & Company) Oak Brook, Illinois

With discontinuities, disruptions, and outliers occurring more frequently than in the past, facilitators may find it useful to supplement traditional planning methods with a disciplined approach to forecasting future conditions. The legendary futurist Peter Bernstein has emphasized the need to pay more attention to three to four outliers. He states, "The gist of my thesis is that all of us . . . depend far too much on measures of central tendency and therefore are mesmerized by the hole rather than the donut." This workshop is designed to instruct facilitators about the value and approaches to scenario planning. President Dwight D. Eisenhower said, "In preparing for battle I have always found that plans are useless, but planning is indispensable." Learn why plans have less value than the process of planning. Contribute your own insight and experience towards understanding how planning processes support decision-making processes. Participate with a sub-team toward building a future scenario and identifying dimensions and outliers that could impact planning and prioritization for you and your clients.

The workshop involves two phases. The first phase provides for an interactive forum to build understanding about methodological considerations. The second phase allows for hands-on development by sub-teams, whom will come together to share disparate scenarios. Time-permitting, additional discussion and evaluation of the scenarios will provide a forum for key learnings about the importance of identifying dimensions, economic interests, and outliers that affect decision-making. Some of the primary topics that will be presented and discussed include:

- Purpose and value of planning processes
- Using scenarios to augment the planning process
- Methodological approaches and options
- Preparatory considerations
- Defining the planning horizon and scope
- Identifying economic interests and uncertainties
- Toggling variables to configure alternative scenarios
- Synthesizing - identifying themes, labeling, and comparing scenarios
- Testing for plausibility and internal consistency
- Developing options and strategies
- Testing strategy(ies) for portability and impact

Terrence Metz is a founding partner and Senior Vice President at Morgan Madison & Company, a consultancy focused on market development and idea management processes for service, manufacturing, and technology companies. He has developed a proprietary consensus building method that helps client teams quickly build on-time deliverables. He serves as the lead business consultant and project manager for a broad range of engagements. Typical engagements include strategic development, business planning, problem-solving, continuous improvement, organizational design, process design, and customer cognitivity workshops. With over 20 years of experience across many industries, he has completed in-depth work for a broad range of commercial, industrial, and institutional clients. Mr. Metz has assisted dozens of companies with their future planning models by providing research, planning, and implementation support; both one-on-one and in workshop environments. Mr. Metz has served organizations such as 3M Company, Americas-Global, Abbott Laboratories, Excelon, Glencoe Capital, R. R. Donnelley, Siemens A.G., and Westinghouse. Terrence was awarded his undergraduate degree and MBA from Northwestern University. He also has work experience in strategic development and profit and loss management from Honeywell, Invensys, and Tripp Lite. Currently, Terrence is on the board of directors Product Development and Management Association (Wisconsin Chapter). He is a (Motorola) Six Sigma Green Belt quality expert and a long-time member of the World Future Society, International Association of Facilitators, and Midwest Facilitators Network. He is also an editor and contributor to two books: Editor and contributor (2000): A Process for Deciding by Gary Rush; Editor and contributor (2003): FAST Session Leader by Gary Rush

For more information visit: <http://www.morganmadison.com>

About the Presentations and the Presenters IV

"Frowns, Smirks, Slight and Insults: Dealing With the 'Undiscussables' at Work" - by Jackie Sloane (Sloane Communications) Chicago, Illinois

Addressing emotional issues and indirect or "unspoken" messages in an authentic, direct, caring, professional way can transform relationships, situations -- and build respect and influence. There are times when others' actions can throw us - affecting our sense of personal dignity and self-respect, as well as our productivity. A comment, facial expression, body language or other action can seem downright insulting. If we overlook it, we risk having our silence seen as agreement or encouragement. How we deal with tough situations affects our effectiveness as facilitators, professionals and leaders throughout our careers. It impacts how we are perceived and often, what we can accomplish. And, generally, the longer we let something go on, the bigger it becomes. Dealing effectively with these issues in a group or one-on-one setting can be quite different. Through exercises, demonstration, and practice, in this highly interactive, hands-on presentation, learn and experiment with a communication model and inquiry tool that will support you in honoring yourself and others in any work situation, in order to create new possibility and well-being. Participants are invited to come to the session with an issue you didn't know how to address Participants will:

- Gain a deeper experience of how the emotional content of communication profoundly affects meaning
- Learn and experiment with a communication model for addressing difficult situations with respect and well-being
- Work with an inquiry tool to guide planning for effective, tough conversations
- Discuss effective approaches for addressing group and one-on-one issues

An executive coach, **Jackie Sloane** works with groups and individuals. She specializes in enhancing ability to engage others, build influence and achieve important goals with greater well-being. Her clients have reported generating more influence and fun in their work; transforming relationships that had seemed hopeless; doubling engagements within five months and then increasing them seven-fold within another year; increasing personal compensation 80% while generating more personal time. She has served individuals and groups from a range of organizations, from start-up, to family-owned business to government entities, to Fortune 500 firms, such as Kraft, Navistar and CNA. Her programs, such as Contagious Leadership, and Communicating for Influence and Respect, support people in generating more well-being as they achieve significant results. Her article, "How to Connect for Competitive Advantage" appears in Leadership in Action, The Center for Creative Leadership magazine in January 2004. She has had her own practice for 15 years, and has been coaching since 1994, when she received her training from the Newfield Group. She is a certified ontological coach, a Master Certified Coach, and is a member of the International Coach Federation, where she serves as the co-chair of a special projects task force. She is also a graduate of Interaction Associates' Essential Facilitation, She is a member of the Organization Development Network and The American Business Women's Association. She has completed numerous communication, coaching and leadership programs and has a B.A. in Political Science.