

**Announcement & Registration Form - Please Post**  
**35th Midwest Facilitators' Conference**  
**Friday, October 22, 2004**  
 Midwest Facilitators' Network- <http://www.midwest-facilitators.net>

**Location:**

**SBC Illinois**  
 225 W Randolph St - Room 1611  
 Chicago, IL 60606

**Conference Agenda**

8:00am	<b>Arrival, Registration, Continental Breakfast, Networking</b>
8:15am	<b>Conference Kickoff</b>
SESSION 1 8:30am to 10:00am	<b>"Collaboration Engineering Using a Group Support System"</b> <b>Robert Harder (Consultant, Leavenworth, KS)</b> Group Support Systems (GSS) allow users in face to face meetings to simultaneously and anonymously enter comments and information and allow the participants to organize, evaluate, and prioritize that information into a final product. In this session, participants will collaboratively write a 3-5 page restaurant guide and will use a GSS-enabled Murder Board technique to review the final product
10:00am	<b>Break, Networking, etc.</b> (15 minutes)
TANDEM 2A 10:15am to 11:45am	<b>"Networking with a Purpose - Understanding and Developing Your Networking Style"</b> <b>Paul Collins Jordan-Webb, Chicago, IL)</b> Does Networking work for you? How can you be more successful at those networking events you've attended? In this session, you'll learn to how to develop and utilize resources that are at your fingertips, and you'll discover a few secrets about networking that are second nature to most good networkers.
TANDEM 2B 10:15am to 11:45am	<b>"Multiple Intelligences and Creative Facilitation"</b> <b>Adam Shames (Kreativity Network, Chicago, IL)</b> How can you better engage all participants and inspire more creative thinking in meetings and trainings? In this interactive session, Adam Shames will review Multiple Intelligence Theory and have you access your own intelligences-logical, verbal, spatial, interpersonal, kinesthetic and more-to demonstrate its effect on engagement and learning.
11:45pm	<b>Lunch, Networking, Etc.</b> (60 minutes)
TANDEM 3A 12:45pm to 2:15pm	<b>"Facilitating Business Collaboration in Distributed Environments"</b> <b>Paul Collins (Jordan-Webb, Chicago, IL),</b> <b>Ann Marie Calistro (Educate! Facilitate! Innovate! - Western Springs, IL)</b> Does your organization use the web for business meetings with customers, employees, vendors, etc.? The internet provides a way to connect participants distributed anywhere in the world for same time meetings. This hands-on session will show the difference between <u>Web Conferencing</u> that allows leaders to broadcast presentations or share application controls and <u>Web Collaboration</u> that allows leaders to facilitate groups through collaborative activities such as problem solving, decision making and strategy planning.
TANDEM 3B 12:45pm to 2:15pm	<b>"Prevent, Manage and Reverse The Effects of Anxiety and Stress: Achieve Peak Performance, Health and Vitality"</b> <b>John Bishop (HeartMath® - Palos Hills, IL)</b> We live in the most dramatically challenging, constantly changing and uncertain time in history. This results in unprecedented levels of anxiety and stress, which are inhibitors to performance, productivity, health, etc. Accumulated over time, negative stress depresses you, burns you out, makes you sick and can even kill you. This session will show you how to break out of these emotional and physiological habits.
2:15pm	<b>Break, Networking, etc.</b> (15 minutes)
TANDEM 4A 2:30pm to 3:30pm	<b>"PowerPoint: How To Use It And Abuse It"</b> <b>John R. Luecke (University of Wisconsin-Whitewater, WI)</b> PowerPoint presentation software has become the industry <i>de facto</i> standard. It offers speakers easy-to-use, high quality presentation visuals with lots of bells and whistles, and at a low cost. PowerPoint's ease of use can also become a trap and lead to less-than-professional speeches. This presentation will examine the advantages of PowerPoint while cautioning users about common pitfalls and mistakes.
TANDEM 4B 2:30pm to 3:30pm	<b>"Collaboration Engineering Using 'thinkLets' and the Skilled Facilitator Approach"</b> <b>Robert Harder (Consultant, Leavenworth, KS)</b> Collaboration Engineering is an emerging discipline to design and deploy collaboration processes and technologies for repeatable tasks performed by groups. The Skilled Facilitator Approach (SFA) was developed by Roger Schwarz as theory-based facilitation methodology for improving group effectiveness.
SESSION 5 3:30pm to 5:00pm	<b>"An Attitude of Business Gratitude"</b> <b>Anita Fontana (AFFA Communications - Chicago, IL)</b> How do you get repeat business, referrals and loyalty from your clients and co-workers? Discover results-oriented solutions that begin at the personal level and empower you and your business associates.
5:00pm	<b>Wrap Up, Door Prizes, Adjourn</b>

# Registration Information

<p><b>SPONSOR For This Conference</b></p>	<p>The Facilities for the 35th Midwest Facilitators' Conference are provided by <b>SBC Illinois</b>, 225 W Randolph St, Chicago, IL 60606.</p>	
<p><b>SPONSOR Nightingale-Conant</b></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 &amp; Wellness and Spiritual Growth. N-C also provides Coaching Services and has a full-service Speakers' Bureau. Visit their website at: <a href="http://www.nightingale.com">http://www.nightingale.com</a></p>	
<p><b>SPONSOR University Associates</b></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: <a href="http://www.universityassociates.com">http://www.universityassociates.com</a></p>	
<p><b>Conference Fee</b></p>	<p><b>Conference Fee:</b></p> <ul style="list-style-type: none"> <li>• \$99.00 per participant on or before October 18th (Early Registration Discount)</li> <li>• \$119.00 per participant after October 18th</li> <li>• \$119.00 per participant at the door (no guarantee without pre-registration)</li> </ul> <p><b>Now accepting <u>all</u> major credit cards: (Visa, MasterCard, American Express, Discover/Novus, Diner's Club)</b></p> <ul style="list-style-type: none"> <li>• Fee includes Conference, Materials, Continental Breakfast &amp; Lunch.</li> <li>• Fee Does <b>NOT</b> include lodging (see suggestions below).</li> <li>• Cancellations after October 18th or no shows may be assessed a cancellation fee</li> </ul>	
<p><b>How to Register</b></p>	<p><b>Register early to save \$ and to secure a place in this conference.</b></p> <p><b>Phone:</b> (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><b>Fax:</b> (773) 463-1830 - Fax completed registration form with payment information for each registrant.</p> <p><b>E-Mail:</b> <a href="mailto:register@midwest-facilitators.net">register@midwest-facilitators.net</a> – E-mail completed registration form with payment information and subject: announce "MFN Conference Registration".</p> <p><b>Snail-mail:</b> 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><b>On-Site:</b> Registration and payment on-site is subject to availability. No guarantee without pre-registration.</p>	
<p><b>Lodging</b></p>	<p>Participants are responsible for arranging their own lodging. Here are several choices.</p>	
<p><b>Other Nearby Lodging</b></p>	<p><b>Hotel Allegro Chicago</b> 171 W Randolph St (312)-236-0123 or (800)-643-1500 <a href="http://www.allegrochicago.com">http://www.allegrochicago.com</a></p>	<p><b>Hotel Burnham</b> 1 W Washington St (312)-782-1111 or (877)-294-9712 <a href="http://www.burnhamhotel.com">http://www.burnhamhotel.com</a></p>
<p></p>	<p><b>Rodeway Inn Mid-City Plaza</b> 1 S Halsted (312)-829-5000 <a href="http://www.qualityinn.com">http://www.qualityinn.com</a></p>	<p><b>W Chicago City Center</b> 172 W Adams (312)-332-1200 or (800)-621-2360 <a href="http://www.starwood.com/whotels">http://www.starwood.com/whotels</a></p>
<p></p>	<p><b>Palmer House Hilton</b> 17 E Monroe (312)-726-7500 or (800)-445-8667 <a href="http://www.hilton.com/en/hi/hotels/index.jhtml?cityhocn=CHIPHHH">http://www.hilton.com/en/hi/hotels/index.jhtml?cityhocn=CHIPHHH</a></p>	<p><b>House of Blues Hotel - Chicago</b> 333 N Dearborn (312)-245-0333 or (800)-235-6397 <a href="http://www.loewshotels.com/hotels/chicago">http://www.loewshotels.com/hotels/chicago</a></p>
<p><b>Meals</b></p>	<p>Continental breakfast and lunch is included in the Conference fee. Participants with <b>special dietary</b> needs contact: <a href="mailto:david.dewitt@dsc-logistics.com">david.dewitt@dsc-logistics.com</a></p>	
<p><b>Dress Code</b></p>	<p>Business casual</p>	

# Travel Information

<p><b>Travel Suggestions</b></p>	<p><b>SBC Illinois</b> is located in Chicago's Downtown Loop, just east of the CTA Elevated Tracks on the south east corner of Randolph &amp; Wells. <a href="http://www.sbc.com/gen/landing-pages?pid=3309">http://www.sbc.com/gen/landing-pages?pid=3309</a> There are plenty of 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><b>(1) From Chicago via I-90/94/57/294 (Kennedy or Dan Ryan Expressways)</b></p>	<p><b>From the North – a)</b> Take I-90/94 (Kennedy Expressway) southbound to Washington St exit; <b>b)</b> continue eastbound on Washington; proceed as <b>(7-a)</b> below. <b>From the South – f)</b> Take I-90/94 (Dan Ryan Expressway) northbound to downtown Chicago; <b>g)</b> continue northbound to Washington Street exit; <b>h)</b> proceed as in <b>(1-b)</b> above</p>
<p><b>(2) From Chicago via US 41 (Lake Shore Drive)</b></p>	<p><b>From the North – a)</b> Take Lake Shore Drive (US 41) southbound to Randolph St Exit; <b>b)</b> continue westbound on Randolph to Wells to InterParking lot; - <b>see (7) below</b>; or continue west to La Salle St; <b>c)</b> turn right (northbound) to Lake St; <b>d)</b> proceed east on Lake St 1 block to parking garage (SBC Discount) on Lake &amp; Wells; proceed as <b>(7)</b> below. <b>From the South – e)</b> Take Lake Shore Drive, (US 41) northbound to Randolph St exit; <b>f)</b> proceed as in <b>(2-b)</b> above.</p>
<p><b>(3) From Chicagoland (north/northwest), O'Hare Airport, Wisconsin, points north via I-90/94/294</b></p>	<p><b>a)</b> Take I-90 Kennedy Expressway or I-94 Edens Expressway southbound to I-90/94 Junction; <b>b)</b> proceed as <b>(1-a)</b> above.</p>
<p><b>(4) From Midway Airport, Chicagoland (south/southwest), points south via I-55</b></p>	<p><b>a)</b> Take Cicero Ave (Illinois Route 50) northbound to I-55 (Stevenson Expressway); <b>b)</b> take I-55 northbound to junction with I-90/94 (Kennedy Expressway); <b>c)</b> take I-90/94 northbound to Washington Street Exit; <b>d)</b> proceed as in <b>(1-b)</b> above.</p>
<p><b>(5) From Iowa and points west via I-290 and I-88</b></p>	<p><b>a)</b> Take I-88 (East-West Tollway) eastbound to junction with I-290 (Eisenhower Expressway); <b>b)</b> take I-290 eastbound to junction with I-90/94 in downtown Chicago; <b>c)</b> proceed as in <b>(1-f)</b> above.</p>
<p><b>(6) From Iowa and points west via I-80</b></p>	<p><b>a)</b> Take I-80 eastbound to I-55; <b>b)</b> take I-55 then proceed as in <b>(4-b)</b> above.</p>
<p><b>(7) Parking</b></p>	<p><b>Westbound on Randolph - Garage at Wells and Lake above Mckelley's Restaurant - SBC Discount \$11/day with ticket validated at SBC security desk:</b> <b>a)</b> Driving westbound on Randolph, continue west to La Salle St; turn right (northbound) to Lake; proceed east on Lake street to parking garage on Lake &amp; Wells; \$11 for all day if ticket validated; <b>b) InterParking Lot</b> at 218 W Randolph, just across the street from SBC Illinois, \$15/day. <b>Eastbound on Washington: e)</b> Driving eastbound on Washington, turn left (northbound) on La Salle and proceed east on Lake St 1 block to parking garage (SBC Discount) on Lake &amp; Wells.</p>
<p><b>(8) Commuting by Rail or Bus  or Rail Travel by AMTRAK</b></p>	<p><b>a)</b> Take Chicago Transit Authority (CTA) L-Subway Trains downtown; Blue/Red Lines to Clark &amp; Lake Station; Red Line to Washington Station; Green Line to Clinton Station; Orange/Brown Lines to Washington Station; walk south and west to Randolph &amp; Wells then west on Randolph to 225 W Randolph. <b>b)</b> Take METRA Trains to La Salle Street Station, Union Station (also AMTRAK), Oglvie Transportation Center or METRA Electric/South Shore Station. Short walk South or North to Randolph St and proceed as in <b>(1-e)</b> above. More details in announcement on MFN Website: <a href="http://www.midwest-facilitators.net">http://www.midwest-facilitators.net</a> <b>c)</b> CTA Bus routes on Randolph St, Halsted St, etc... <b>Public Transit Information:</b> RTA (312)-836-7000 - <a href="http://www.rtachicago.com">http://www.rtachicago.com</a> METRA (312)-322-6777 - <a href="http://www.metrarail.com">http://www.metrarail.com</a> PACE (847)-364-7223 - <a href="http://www.pacebus.com">http://www.pacebus.com</a> CTA (888)-968-7282 - <a href="http://www.transitchicago.com">http://www.transitchicago.com</a> AMTRAK (800)-472-7245 - <a href="http://www.amtrak.com">http://www.amtrak.com</a></p>
<p><b>(9) By Air</b></p>	<p>Take commercial flights into Chicago's O'Hare or Midway Airports. Rent a car and proceed as in <b>(3)</b> or <b>(4)</b> above, or take CTA Blue or Orange Line Trains downtown and proceed as <b>(8-a)</b> 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](mailto:pcollins@jordan-webb.net); Fax: (773) 463-1830; Voice: (773) 463-2288.

<p><b>Friday October 22, 2004</b> <b>MFN Fall Conference</b></p>	<p><b>Hosted by SBC Illinois in Downtown Chicago, IL - 225 W Randolph, Rm 1611, Details:</b> "Collaboration Engineering Using a Group Support System" by Robert Harder (Consultant, Leavenworth, KS); "Networking with a Purpose - Understanding and Developing Your Networking Style" by Paul Collins Jordan-Webb, Chicago, IL); "Multiple Intelligences and Creative Facilitation" by Adam Shames (Kreativity Network, Chicago, IL); "Facilitating Business Collaboration in Distributed Environments" by Paul Collins (Jordan-Webb, Chicago, IL) &amp; Ann Marie Calistro (Educate! Facilitate! Innovate! - Western Springs, IL); "Prevent, Manage and Reverse The Effects of Anxiety and Stress: Achieve Peak Performance, Health and Vitality" by John Bishop (HeartMath® - Palos Hills, IL); "PowerPoint: How To Use It And Abuse It" by John R. Luecke (University of Wisconsin-Whitewater, WI); "Collaboration Engineering Using 'thinkLets' and the Skilled Facilitator Approach" by Robert Harder (Consultant, Leavenworth, KS); "An Attitude of Business Gratitude" by Anita Fontana (AFFA Communications - Chicago, IL); <a href="http://www/midwest-facilitators.net">http://www/midwest-facilitators.net</a>, <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a>, (773)-463-2288</p>
<p>November 6-9, 2004 Open Space on Open Space - Chicago</p>	<p>Michael Herman, Michael Herman Associates, (312)-280-7838, <a href="http://www.openspaceworld.org">http://www.openspaceworld.org</a>, <a href="mailto:mherman@globalchicago.net">mherman@globalchicago.net</a></p>
<p>November 15-16, 2004 Tutor/Mentor Leadership Conference</p>	<p>Hosted at the headquarters of City Colleges of Chicago, 226 W. Jackson, <a href="mailto:dbassill@cabriniconnections.net">dbassill@cabriniconnections.net</a>, (312)-492-9614</p>
<p>December 6-8, 2004 Effective Facilitator Training in Chicago</p>	<p>Jeff Ross, Leadership Strategies, (800) 824-2850, <a href="http://www.leadstrat.com">http://www.leadstrat.com</a></p>
<p><b>Monday, January 24, 2005</b> <b>MFN Winter Conference</b></p>	<p><b>Hosted by Summit Executive Centre in Downtown Chicago, Presenter &amp; Program Details TBA,</b><a href="http://www/midwest-facilitators.net">http://www/midwest-facilitators.net</a>, <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a>, (773)-463-2288</p>
<p>March 7-9, 2005 Effective Facilitator Training in Chicago</p>	<p>Jeff Ross, Leadership Strategies, (800) 824-2850, <a href="http://www.leadstrat.com">http://www.leadstrat.com</a></p>
<p>Jun 9-11, 2005 IAF Annual Conference</p>	<p>International Association of Facilitators (IAF) Annual Conference, in Tampa, FL, Information: <a href="http://www.iaf-world.org">http://www.iaf-world.org</a>, <a href="mailto:iaoffice@iqc.apc.org">iaoffice@iqc.apc.org</a> or <a href="mailto:pbushee@mr.net">pbushee@mr.net</a>, (612)-891-3541</p>
<p><b>May TBA, 2005</b> <b>MFN Spring Conference</b></p>	<p><b>Hosted by TBA in Chicago Area, Presenter &amp; Program Details TBA,</b><a href="http://www/midwest-facilitators.net">http://www/midwest-facilitators.net</a>, <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a>, (773)-463-2288</p>
<p>October 14-19, 2005 IAP2 Annual Conference</p>	<p>International Association of Public Participation (IAP2) Annual Conference, in Portland, OR, Information: <a href="http://www.iap2.org">http://www.iap2.org</a>, <a href="mailto:iap2hq@iap2.org">iap2hq@iap2.org</a>, (800)-644-4273</p>
<p><b>October TBA, 2005</b> <b>MFN Fall Conference</b></p>	<p><b>Hosted by TBA in Chicago Area, Presenter &amp; Program Details TBA,</b><a href="http://www/midwest-facilitators.net">http://www/midwest-facilitators.net</a>, <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a>, (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](mailto:pcollins@jordan-webb.net)

**Registration Form - 35th Facilitators' Conference - Midwest Facilitators' Network - 10/22/2004**

<p>Name _____</p>	<p>Early Conference Fee: \$99/registrant: \$ _____ (On/Before 10/18/2004)</p>
<p>Company _____</p>	<p>Late Conference Fee: \$119/registrant: \$ _____ At the Door Fee: \$119/registrant: (After 10/18/2004)</p>
<p>Address &amp; Mail Code _____</p>	<p><b>Mark Session Choices: 2: A - B      3: A - B      4: A - B</b></p>
<p>City/State/Zip _____</p>	<p>_____ Visa-MasterCard-American Express-Discover/Novus-Diner's Club CARD NUMBER</p>
<p>Business Phone _____ Home Phone _____</p>	<p>_____ SIGNATURE _____ EXP. DATE _____ VCODE _____</p>
<p>E-mail Address and Website Address _____</p>	<p>_____ Your Company PO Number for Billing</p>

## About the Presentations and the Presenters I

***"Collaboration Engineering Using a Group Support System"***  
**by Robert Harder**  
**(Consultant, Leavenworth, KS)**

A Group Support System (GSS) allows users in face to face meetings to simultaneously and anonymously enter comments and information into the system for all to see. A GSS will also allow the participants to organize, evaluate, and prioritize that information into a final product. These final products range from prioritized action item lists to fully developed documents. The use of a GSS can increase the quality and quantity of information and reduce time spent in the process.

In this session, participants will interact collaboratively to write a 3-5 page restaurant guide of the local establishments near the conference center. The participants will use a GSS-enabled Murder Board technique to review the final product. This technique has been shown to reduce document reviews by as much as 90%.

At the end of the session, the participants will receive a brief introduction to Collaboration Engineering by looking "under the hood" of the restaurant guide process and see how the various activities were designed to work together as a repeatable process.

***"Collaboration Engineering Using 'thinkLets' and the Skilled Facilitator Approach"***  
**by Robert Harder**  
**(Consultant, Leavenworth, KS)**

Collaboration Engineering is an emerging discipline to design and deploy collaboration processes and technologies for repeatable tasks performed by groups. The Skilled Facilitator Approach (SFA) was developed by Roger Schwarz as theory-based facilitation methodology for improving group effectiveness. A Group Support Systems (GSS) allows users to simultaneously and anonymously enter comments and information into the system for all to see. This session will describe how the three methods can be used together to produce more effective facilitated meetings. This combination can be used for both face-to-face meetings and distributed sessions.

**Robert J. Harder** retired from the US Army Research Laboratory in September 2004 as one of the leading researchers in Group Support Systems (GSS) in the Department of Defense. His last assignment was as a computer scientist at the US Army Battle Command Battle Laboratory at Fort Leavenworth, Kansas where he applied GSS to military decision making processes and data collection. He also supported a multi-year organizational improvement effort of the Product Manager's Office of the Global Command and Control System – Army by introducing GSS and collaborative facilitation techniques for both distributed and non-distributed teams. He has authored numerous papers on GSS is currently researching how to apply Roger Schwarz's Skilled Facilitator Approach to GSS sessions and other electronic communication venues. He is considered one of the early pioneers in the emerging discipline of Collaboration Engineering and is currently a contributing author on the first textbook on Collaboration Engineering. He earned his MS in Industrial Engineering at North Carolina Agriculture and Technical State University in 1999 and holds a BA from the University of Florida in Mathematics (1972).

## About the Presentations and the Presenters II

***"Networking with a Purpose:  
Understanding and Developing Your Networking Style"***  
**by Paul Collins**  
**(Jordan-Webb - Chicago, IL)**

These quotes from an article in the Chicago Tribune Business Section of January 20, 2004 are typical of the frustrations that many have with various forms of what is called "networking".

The article itself is entitled: "**Many job hunters getting caught in networking traps**". Some quotes include:

- "People searching for employment are urged by experts to keep making contacts, get their name circulating and meet people, but the process can be grueling for both sides";
- "For many people, skilled and persistent networking has paved the way back to the office. But others, months or years into the job-search grind are wearing out their welcomes."

Whether people are looking for employment, for leads or for customers, the words that are used to express this frustration or even mystification about the networking process are pretty much the same.

You will learn how you can be better at networking if you recognize that you have your own very rich network, **and** that others with whom they are trying to connect have the same. It is impossible to establish connections between people and their networks if no one recognizes that they exist. Some objectives of the "**Networking with a Purpose**" workshop are to help participants:

- recognize and visualize what's in a network
- understand and assess aspects of their personal style
- inventory their personal characteristics and resources
- consider what they want to get out of and contribute to networking
- determine what changes they might make in to be more effective

***"Facilitating Business Collaboration in Distributed Environments"***  
**by Paul Collins**  
**(Jordan-Webb - Chicago, IL)**  
**Ann Marie Calistro**  
**(Educate! Facilitate! Innovate! - Western Springs, IL)**

Web-based meetings will never totally supplant face-to-face meetings. Today we find ourselves in a transitional period where there is some institutional resistance to conducting meetings on-line that have heretofore been done in face-to-face mode. Some of the causes for such resistance may be rooted in the perception of the amount of risk involved in internet meetings and/or in the confusion between Web Collaboration and Web Conferencing. The internet provides a way to connect participants distributed anywhere in the world for same time meetings. This hands-on session will show the difference between Web Conferencing that allows leaders to broadcast presentations or share application controls and Web Collaboration that allows leaders to facilitate groups through collaborative activities such as problem solving, decision making and strategy planning. This workshop will be conducted with participants at the conference and with remote participants who are in different locations. If you are unable to attend this session, but would like to participate as a remote participant, contact Paul Collins: (773)-463-2288 - [pcollins@jordan-webb.net](mailto:pcollins@jordan-webb.net). The workshop will use the WebIQ environment that will enable all of the participants to work collaboratively, through activities on an agenda, over the internet. There will be an audio connection for the distributed participants.

## About the Presentations and the Presenters III

**Paul Collins** has been an independent consultant since 1981 and since 1989, he has focused on facilitating collaborative work groups and helping in helping organizations adopt and sustain competencies using group decision support applications in the meeting room and on the internet. Paul's facilitation style would be described as empowering and leading without directing, helping participants quickly overcome technophobia, and making work sessions highly productive and fun. Some of Paul's client experience includes the National Aeronautic and Space Administration (NASA), GATX Corporation, Mc Donald's Corporation, Motorola, BP Amoco Corporation, U.S. Cellular Corporation, the Wisconsin Department of Natural Resources, and the U.S. EPA. 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 is also a member of the Midwest Society of Professional Consultants (Program Committee Chair), the National Black MBA Association (Lifetime Member), the International Association of Facilitators and the American Management Association. Paul is a member of the Board of Advisors for Loyola University's Center for Information Management and Technology (CIMT). He has also lectured for Graduate Programs at the University of Chicago, Loyola University, De Paul University and for the University of Wisconsin's Executive Education Program. Paul is also a teacher of ethnic folk dance, a caller of traditional American square and contra dance, a dance/music festival producer, designs websites as a hobby, and does public speaking.

For more information visit: <http://www.jordan-webb.net>, <http://www.ethnicdance.net>, <http://www.dcff.net>

**Ann Marie Calistro** has been the Managing Principal of *Educate! Facilitate! Innovate!* for six years and specializes in customized training applications and creative meeting facilitation services. Ann Marie facilitates meetings while using a visual language to capture meeting progress. As a certified meeting facilitator, Ann Marie has designed and facilitated meetings with a diverse range of objectives: information gathering/design, mission/vision definitions, strategic planning and creative problem solving. Her style in the meeting forum and the classroom is energizing, very visual and fun.

***"Multiple Intelligences and Creative Facilitation"***  
**by Adam Shames**  
**(Kreativity Network - Chicago, IL)**

How can you better engage all participants and inspire more creative thinking in meetings and trainings? In this interactive session, Adam Shames (see [www.kreativity.net](http://www.kreativity.net)) will review Multiple Intelligence Theory and have you access your own intelligences—logical, verbal, spatial, interpersonal, kinesthetic and more—to demonstrate its effect on engagement and learning. Research in the last 20 years has confirmed that people are smart in very different ways, and the more that facilitation can inspire different learners and different perspectives, the more successful it will be. Adam will also share insights from more than a decade of inspiring creativity in groups.

**Adam Shames**, M.A., serves as a creative catalyst for companies, organizations, schools and individuals. He has guided hundreds of groups through the teambuilding and creative process since founding the Kreativity Network (originally based in San Francisco) more than a decade ago. A creativity expert, dynamic speaker, FourSight certified trainer, diversity facilitator, writer, musician, coach and organizational development consultant with SynerChange Chicago, Adam's clients have included McDonald's, Accenture, Sprint, and the Chicago Public Schools. He is also a former "Teacher of the Year" with a master's degree in education from Stanford University.

For more information, visit: <http://www.kreativity.net>.

## About the Presentations and the Presenters IV

**"PowerPoint: How to use it and abuse it."  
by John R. Luecke  
(University of Wisconsin-Whitewater, WI)**

PowerPoint presentation software has become the industry *de facto* standard. It offers speakers easy-to-use, high quality presentation visuals with lots of bells and whistles, and at a low cost. PowerPoint's ease of use can also become a trap and lead to less-than-professional speeches. This presentation will examine the advantages of PowerPoint while cautioning users about common pitfalls and mistakes.

**John R. Luecke** teaches public speaking and public relations courses at the University of Wisconsin-Whitewater. He joined the UW-Whitewater staff in 1988 after serving as a public relations manager for a Fortune 500 company for eight years. He has also worked as a manager of a national trade association and as an account supervisor for a regional advertising and public relations agency. John earned his bachelors and masters degrees in communication from the University of Wisconsin-Milwaukee. He is an accredited member of the Public Relations Society of America.

**"An Attitude of Business Gratitude "  
by Anita Fontana  
(AFFA Communications - Chicago, IL)**

How do you get repeat business, referrals and loyalty from your clients and co-workers? Discover results-oriented solutions that begin at the personal level and empower you and your business associates.

Attend this program and learn how to:

- Establish a relationship of trust with the most important person in your career/life
- Shift from a function-to-function to a person-to-person connection
- Manage challenges productively
- Appreciate business associates in small ways that make a big difference in the bottom line
- Go home feeling motivated and inspired by this practical yet empowering program.

Described by her audiences as inspiring and energetic, **Anita Fontana** works with organizations to put in place processes that improve employee retention by establishing a culture of appreciation. Using audience-participation exercises, humor, and real-life examples, her empowering programs teach easy-to-learn techniques designed to assist people to begin cultural change within themselves which facilitates the process of radiating appreciation to all levels of the organization.

As a professional speaker and trainer for over 20 years, Anita has had the privilege of creating and delivering results-oriented solutions for many organizations including: Abbott Labs, Aurora University, Marianjoy Rehabilitation Hospital System, Motorola, The Quaker Oats Co., and Robert Morris College. She is experienced in facilitating groups of all sizes and shows versatility and flexibility in helping them achieve their goals. Anita is a graduate of the Human Resource Development Institute of the American Society of Training and Development, and serves as a Consultant for the National Speakers Association, Illinois Chapter.

## About the Presentations and the Presenters V

***"Prevent, Manage and Reverse The Effects of Anxiety and Stress:  
Achieve Peak Performance, Health and Vitality  
by John Bishop  
(HeartMath® - Palos Hills, Illinois)***

We are living in the most dramatically challenging, constantly changing and uncertain time in history, which is resulting in unprecedented levels of anxiety and stress. The greatest inhibitors to performance, productivity, health and success are anxiety and stress. According to the American Institute of Stress, 75% to 90% of doctor visits are stress related. The Centers for Disease Control (CDC) has reported that approximately 80% of all illnesses are due to stress. The CDC has also reported that between 1/2 and 2/3 of cases of heart disease are not accounted for by the standard risk factors of high cholesterol, smoking and a sedentary life style. A recent study of 46,000 workers revealed that health care costs are 147% higher for those who are stressed or depressed, independent of other health issues. Accumulated over time, negative stress can depress you, burn you out, make you sick and even kill you, because it's both an emotional and physiological habit.

**John Bishop** is a recovering Type A Personality who, after close to 30 years of life threatening illnesses, discovered that anxiety and stress were the major contributors to his illnesses. John will be sharing with us one of the scientifically validated **HeartMath®** tools and their software technology, which can enable us to prevent, manage and reverse the effects of anxiety and stress in our life, and achieve excellent health. He recently left a 30+ year career with 3M Company in Customer Service management to share what he has learned with others. He will be sharing information on how individuals, and organizations of all sizes around the globe, have learned to prevent, manage and reverse the effects of anxiety and stress, to achieve peak performance while optimizing health, vitality, Emotional Intelligence skills, relationships, decision making and work/life balance, and reduce health care costs. We will learn how to, in-the-moment, break the emotional and physiological stress habit, and how we can share this information with our colleagues, clients, families, friends and loved ones.

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