

Good Thinking Curriculum

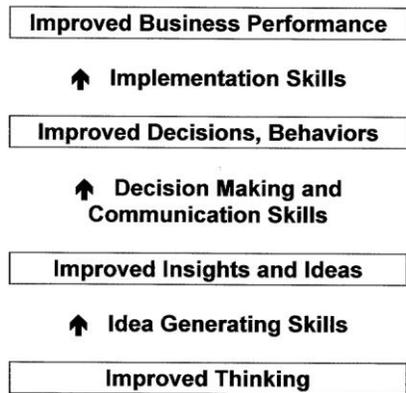
Onsite Support - Meeting Facilitation Services

Leadership team meeting: spirited collection of different points of view whose most productive output can be better decisions and better support for those decisions producing significant results.

Planning sessions with senior teams are crucial to an organization's success. Effective planning sessions improve senior team thinking. Facilitated well a team can come up with preferred alternatives (using specific techniques that provoke new ideas) while they build support for the decisions (using specific techniques which promote dialogue). The results of these meetings, great decisions with support to confirm successful implementation, direct the rest of the organization for the coming months and years.

An effective facilitator serves as an unbiased, proactive, skilled helper focused on improving the process and performance of the team they support while reducing your total meeting time and cost by reducing confusion and reluctance while promoting open discussion, problem solving, and decision making.

An effective meeting facilitator uses a wide variety of tools and approaches to promote collaboration. There are both ordinary and not-so-ordinary techniques and approaches which generate a wide variety of alternatives which represent a range of points of view. Better techniques, better alternatives. Better tools allow the team to physically place the issue out in front of the group, while minimizing distracting personality issues. Better tools help teams build and support great decisions.



My approach to facilitating planning sessions is directed at improving an organization's performance.

This improved performance is the result of better decisions, and behaviors associated with the day-to-day communications used in conducting business.

Improved decisions and behaviors are the result of improved ideas and insights. Improved ideas and insights are the result of better thinking.

My deep tool box of thinking strategies and processes helps teams generate a wide array of attractive options to build into effective decisions.

Next Steps: Select an Improvement Goal and Strategy

- Select a business goal that needs attention.
- Identify the behaviors, decisions, and ideas that you would prefer to see.
- What thinking approach and style would produce the preferred ideas, behaviors and decisions that would deliver the business goal you seek?
- Then find a resource to help you learn to think that way.

Selecting an effective facilitator is a selective investment strategy to improve your organization's results.



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Costs - Bad & Good Meetings

Take the time to calculate the cost of a bad meeting vs. the cost of a good one. If your meeting misses the mark on the quality of the business decisions needed to achieve your goals or the support needed to realize the benefits, can you recover? Would you meet again with a similar process, or ask for help? Can you really afford to have a bad meeting?

Enlisting an effective meeting facilitator is a selective investment strategy to improve your business results. An effective meeting facilitator can reduce your total meeting time and cost by reducing confusion and reluctance while promoting open discussion, problem solving, and more effective & efficient decision making.

Meeting Format - What to Expect

An organization's performance improvement depends heavily on leaders, managers, and employees learning to see new potential and opportunities in themselves and in others. Meetings based on hands-on exercises promote these insights. I develop and present interactive, exercises based on current client issues.



In these meetings participants will sit at team tables facing a series of flipcharts (workbench) where the ideas (written on Post Its) for each meeting topic are placed as the participants generate them

Participants are focused on each issue, engaged in idea generation and consideration, and up on their feet often to present ideas and reconfigure the flipcharts.

Facilitation Topic Options - Examples

My role as a facilitator is to help others do their work. As an independent consultant for the past seventeen years, I am in the business of helping clients improve their performance, revenues, and profitability. My primary mode of help is to design and facilitate business meetings using a wide variety of thinking styles (see list below). In my experience, the tools (flow charts, fish bone diagrams, run charts, etc.), the hard stuff, is easy. The people stuff (working through conflict, getting things done with a variety of points of view, etc.) the soft stuff, is hard.

The following Topic Options present provoking questions that when answered by participants help the participants learn about their current situation, goals, options, and decisions. The choice of an option depends on the type of ideas and business results you are pursuing.

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|----------------------------|----------------------|--------------------------|
| ■ Interviews & Surveys | ■ Project Management | ■ Leading Innovation |
| ■ Process Improvement | ■ Strategic Planning | ■ Customer Focus Groups |
| ■ Creative Thinking Skills | ■ Scenario Planning | ■ Waste Search |
| ■ Six Thinking Hats | ■ Future Search | ■ Team Development |
| ■ Collaboration Skills | ■ Leading Change | ■ Behavior & Performance |

"Leadership is not about what you know. It's about what you do with what you know."

James Belasco



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Introduction - John Canfield

John Canfield is an experienced business executive and coach who has been trained to facilitate a wide variety of planning, problem solving, creativity, and innovation processes. John has many years of experience working and consulting in a wide variety of organizations around the world. John has developed 20+ original seminars and presented more than 1000 seminars and facilitated meetings to 120+ clients in North America, the Caribbean, Europe, and Asia. John has earned a B.S. in Mechanical & Industrial Engineering from the University of Minnesota and a B.A. in Political Science and Psychology from Williams College.

Clients

- | | |
|--------------------------|--------------------------|
| ■ AT&T | ■ General Motors |
| ■ Avery Dennison | ■ Herman Miller |
| ■ Benteler Automotive | ■ Intel |
| ■ Bissell | ■ JSJ Corporation |
| ■ Borg Warner Automotive | ■ Magna - Donnelly |
| ■ Cascade Engineering | ■ PriceWaterhouseCoopers |
| ■ Citibank | ■ Prudential |
| ■ Daimler Chrysler | ■ Spectrum Health |
| ■ Deloitte & Touché | ■ Steelcase |
| ■ Dow | ■ Underwriters Lab |
| ■ GE Capital Services | ■ Warner Norcross & Judd |

Client Reports

Faurecia Exhaust Systems - President and CEO

I have worked with John on several occasions over the past several years. In every instance, he has exceeded expectations. John has the ability to facilitate a team through training, planning or creativity exercises in a way that brings the best out of the group. Barriers are broken down more quickly than with other consultants that I have worked with trying to accomplish the same thing. He does this in a way that promotes hard work ... while having fun at the same time.

University of Michigan - Business School Faculty Retreat - Participants

- John had a tough task and did it well. Without John's help we would have accomplished only 25% of what we got done in this meeting.
- One thing I really appreciated was your reading the situation and knowing when it was a good idea to alter the agenda.
- I have to admit I was skeptical of using a facilitator but I can say with 100% certainty that we would not have accomplished as much as we did, or reached to the depth we did without John.
- Fantastic with a difficult situation. Wonderful calming style. A wealth of tools, metaphors, stories, prior experiences - an amazing facilitator toolkit.

To learn more about John please visit:

Website: www.johncanfield.com

Article Series: www.mibiz.com/opinions/good-thinking.html

Videos: www.youtube.com/CanfieldGoodThinking *includes process overview and Better Meetings*

LinkedIn: www.linkedin.com/in/johncanfield

