

# Meeting Facilitation Workshop Series

for UMBC Meeting Leaders

UMBC is a place that values creativity, innovation, collaboration, and teamwork. In today's challenging world of work we must continuously become better at tapping our collective wisdom, innovatively creating new solutions, and doing it in a way that accomplishes our goals faster and easier.

One key way to accomplish this is to enhance the capabilities of the people who design and lead meetings. The Training & Organization Development department is offering a unique professional development opportunity for our meeting leaders. Participants will attend a series of two workshops offered by experts in the field:

## Making Meetings Work

This half-day program covers steps to take before, during and after any type of meeting to make the work of the group more efficient and more productive.

It covers aspects of planning the meeting: assessing the best approach for the desired outcome (e.g. a meeting or other alternatives), identifying the right participants, preparing them, and designing an effective meeting.

During-meeting skills include ways to encourage discussion, manage time, keep things moving toward the desired outcome, and confirm agreement and action items.

Post-meeting tools enable you to follow up to ensure that what is agreed on gets implemented.

## Facilitating Effective Interactive Meetings

This full-day program is for multi-stakeholder meetings that require grappling with an issue that may be ill-defined, people have varying viewpoints on it, and there is a need to build consensus and support for implementing change.

It will cover more advanced skills on effective group processes for tapping into the creative thinking of stakeholders who are critical to the success of your initiative. It will also cover engagement technologies that are already currently available to us at UMBC, are free, or are low-cost.

Participants will learn about these technologies, use some of them, and practice facilitation techniques that leverage the technology.

### Fall Series:

Making Meetings Work

**October 28, 2010**

8:30 a.m. – 12:30 p.m. UC 312

Facilitating Effective Interactive Meetings

**November 11, 2010**

8:30 a.m. – 4:30 p.m. UC 312

There will be an hour break for lunch on your own.

### Spring Series:

Making Meetings Work

**February 17, 2011**

8:30 a.m. – 12:30 p.m. UC 312

Facilitating Effective Interactive Meetings

**March 2, 2011**

8:30 a.m. – 4:30 p.m. UC 312

There will be an hour break for lunch on your own.

See the two workshop flyers for more details about each program.

This workshop series is by invitation. Spaces are limited and pre-registration is required.

**Register via email to: [jwardell@umbc.edu](mailto:jwardell@umbc.edu)**

**Seats will be given to the first 35 people who respond.**



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# Making Meetings Work

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## Workshop for Meeting Leaders

Meetings are too often counterproductive, taking up too much precious time without significant return on that investment.

On the other hand, productive, effective meetings can have a multitude of benefits – from better results to more effective decisions to increased participant engagement.

While this workshop is primarily for meeting leaders, anyone who participates in meetings can benefit from building more effective meeting management skills.

### **What past participants have said about this program...**

*"Whether you are a facilitator, participant, or note taker, take the time to attend this workshop! I found it helpful to know and understand the blueprint of a successful meeting."*

*"We learned how to have effective meetings that will get more accomplished and move projects forward faster. I think this will save a lot of time, and also get more people engaged to take action."*

*"This will exponentially decrease my personal stress level around meetings, while helping me control what I can control with the meeting planning, execution and follow-up."*

This half-day (8:30 am – 12:30 pm) workshop is designed to enable participants to make meetings productive and effective. You will learn various skills, tools, and tactics that can be applied before, during, and after the meeting. Highly interactive and practical in nature, the session will have you actively engaged in discussions and case scenarios throughout the four hours.

At the end of this session, you will be able to:

- identify the characteristics of productive and unproductive meetings;
- effectively prepare for a meeting;
- identify key group dynamics that occur in meetings, and apply facilitation behaviors and approaches;
- apply appropriate post-meeting tactics to reinforce the productive nature of the meeting; and
- identify specific action steps to be a more effective meeting leader or participant.

### **About the Instructor...**

This workshop series is by invitation. Spaces are limited; pre-registration is required.



**Joe Raia** is the founder and President of Glimmerglass Consulting & Training, a management and organization development consulting firm based in Silver Spring, Maryland. His consulting and training work focuses on leadership development, organizational effectiveness, change management, and team/meeting facilitation.

Joe's client base cuts across a wide variety of organizations in the corporate, higher education, and non-profit sectors. In his 20 years as a consultant, Joe has consulted with numerous organizations including Bausch & Lomb, Constellation Energy/Baltimore Gas & Electric, Eastman Kodak, Fannie Mae, Fidelity Investments, General Electric, Georgetown University, Hoffmann-LaRoche, Loyola University Maryland, Microsoft, Showtime Networks, Texas Instruments, Under Armour, Viacom and Volvo – and UMBC. Joe's corporate experience includes over 10 years in the broadcasting industry, including roles as Director of Organization and Management Development with the National Broadcasting Company in New York and Director of Human Resources for WJLA-TV in Washington, D.C.

A highly regarded trainer, facilitator and consultant, Joe has spoken at several national and regional association and industry conferences. He is the author of the book "Leading in Times of Significant Change and Uncertainty: Straight Talk from Senior Leaders" based on Glimmerglass' 2009 survey of senior leaders. Joe holds an M.A. in Industrial-Organizational Psychology from Rensselaer Polytechnic Institute in Troy, New York and a B.S. in Psychology from the State College of New York at Oneonta.

# Facilitating Effective Interactive Meetings:

## Maximizing Engagement, Participation & Decision Making in Groups

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Workshop for Meeting Leaders

The purpose of many meetings is to come to agreement about issues that impact the campus, our community and the world at large. These issues are often complex and require tapping into the knowledge and perspectives of various stakeholder groups. Often these issues can't be understood or "solved" in one meeting and require multiple sessions to come to agreement and alignment around a clear path forward.

This full-day (8:30 am – 4:30 pm) workshop will introduce you to effective group processes and available technologies that will allow you to tap into the creative thinking of appropriate stakeholders who are critical to the success of your initiative.

*This workshop is for individuals who are responsible for the facilitation of meetings and decisions that require the input of multiple stakeholder groups.*

*This new program is custom-designed for UMBC, utilizing the technology we have available.*

This workshop series is by invitation. Spaces are limited and pre-registration is required.

Over the past few years there has been an explosion of technology that allows you to survey, poll, and brainstorm; synthesize and share knowledge and learnings; and keep track of progress and decisions. This program will introduce you to free or low-cost technology to manage participation and decision making. By effectively engaging stakeholders throughout the process, you are better able to get buy-in and commitment toward sustainable implementation. During the workshop you will use some of the technologies discussed and practice facilitation techniques that leverage the technology.

Participation in this program will:

- Introduce you to the principles of engagement and interactive meetings.
- Give you a model for building alignment, accelerating feedback and getting groups to higher levels of mutual understanding.
- Show you facilitation techniques that support both divergent and convergent thinking.
- Provide a survey of technologies that are available on campus or online for free (or low cost) that will help you to manage the engagement and interactivity of stakeholder groups.
- Leave you with sample agendas that integrate technology to support meeting objectives.



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## About the Instructors...



**Todd Erickson**

Todd has been a Senior Consultant with CoVision since 1992. Todd enjoys supporting organization leaders and process experts with methods, tools, and capacity to affect change through increased engagement and collaboration. In the past 18 years Todd has supported the facilitation of over 900 critical meetings and conferences for a variety of government, corporate, non-profit, and community organizations.

Todd has vast experience in utilizing various engagement technologies to aide in strategic planning and organizational alignment initiatives enabling organizations to tap into the creative and critical thinking of large numbers of stakeholders. Another area of expertise is in effectively facilitating the engagement of dispersed groups online. Todd approaches this work by emphasizing the appropriate utilization of engagement tools, good process design, facilitation, and technical support.

Todd has worked with the senior leaders of such organizations as Sysco, Kodak, Bank of America, Dannon, Hess, HID Global, Wrigley's, ITT Corporation, Johnson & Johnson, Pfizer, State Farm, QVC and many others. He has also worked with numerous government agencies and non-profit organizations such as The World Bank, The United Way of America, USDA, Department of Justice, The Corporation for National Community Service, The Lance Armstrong Foundation, US Green Building Council. AARP, among others.

Todd is a past president of the Chesapeake Bay Organization Development Network and has served on the boards of a number of organizations. Todd received his MA in Interdisciplinary Art from San Francisco State University in 1989. His thesis focused on the facilitation of interdisciplinary dialogues supported by computer-aided media. He received his BA in 1996, also from San Francisco State University, in Broadcast Communication Arts.



**Laura Gramling**

Laura Gramling is a senior consultant who helps make organizational change practical and meaningful at the individual, group and organization-wide levels. Over the past 10 years, her consulting practice has focused on providing capacity building in the areas of organizational assessments, strategic planning, stakeholder engagement, facilitation and meeting design, leadership development and coaching.

Laura's clients include American Red Cross, AmericaSpeaks, Center for Women's Business Research, Clinton Global Initiative, Conservation International, DC Government – various agencies, La Casa Norte, Sustainable Business Network of Washington, US Department of Justice, and the World Bank. Laura has a master's degree in Organization Development from the American University/NTL Institute program, and a bachelor's degree in Political Science from American University, Washington DC.

Currently, she is a faculty member of the Georgetown University's Organization Development Certificate Program and teaches the Foundations in Organization Development course. Laura is a Past President for the Chesapeake Bay Organization Development Network, a member of the National Organization Development Network, the Corresponding Secretary for the Convention Center Community Association and is the Board President of a community non-profit, Shaw Together.