

2008-2009 Improvement Fundamentals

Building Capacity for Quality Improvement



Facilitation Fundamentals, Team Facilitation
Skills for Healthcare Professionals

September 16, 2008, London, Ontario
December 2, 2008, Toronto, Ontario
March 3, 2009, Ottawa, Ontario





The Improvement Prospectus features a new learning opportunity

Facilitation Fundamentals: Team facilitation skills for Healthcare Professionals

Using group dynamics and focused conversation methods to enhance team outcomes

Responding to member demand for more educational opportunities in Quality Improvement, this one day workshop will continue to build capacity for quality improvement in member organizations. Each QHN member is entitled to 3 free seats for this course or the “Improvement Fundamentals” course as promised in your 2008–2009 membership renewal.

This course, taught by Canada’s premiere facilitation training company, ICA Associates www.ica-associates.ca will enhance your abilities to collaborate, support, coach and facilitate work teams and develop decision templates that will move Improvement Teams forward more effectively.

By participating in this workshop you will learn specific facilitation methods and techniques that focus a group on the core issues to help the group get results. These will advance the work of your Safer Healthcare Now! Intervention Teams and other Quality Improvement Teams while enhancing skills that are transferable to other areas of work and personal life.

What’s it all about

In this interactive one-day workshop, you will learn to:

- Get to the core of an issue quickly
- Explore options fully
- Develop consensus on key items
- Create effective meeting agendas that fully engage the team
- Conduct productive meetings on the run

Agenda Highlights

- Differences among roles within the team: Team Member, Team Leader, Quality Improvement Resource, Manager, Director, Senior Sponsor
- The Focused Conversation Method (FCM) : theory, demonstration, application
- Theory of Group Dynamics in small (4-10) groups
- Specialized application of the Focused Conversation Method in Meetings on the Run.
- Integration the Model for Improvement and Plan, Do, Study, Act
- Development of Focused Conversations on Specialized Quality Improvement and Patient Safety Topics

Who Should Attend?

This workshop will provide core skills to leaders and members of quality improvement teams, Safer Healthcare Now! intervention teams and other healthcare professionals who accomplish their aims through teamwork. While offered at an introductory level, this course would also be suitable for more experienced facilitators wishing to enhance their group facilitation skills and add to their facilitation tool kit.

Bonus

As an added bonus all participants receive:

- Certificates of Completion that count towards ICA facilitation certificates and help prepare for the International Association of Facilitators CPF, Certified Professional Facilitator;
- One hour of post course telephone support for each participant; and
- TOP online website private discussion forum with other course participants on the use of the Focused Conversation in their work environments.

Course Faculty

[Bill Staples](#) is a principal of ICA Associates. He has helped communities, hospitals and businesses across Canada for many years. Bill specializes in team building, strategic thinking and sharing approaches that work. He has placed an emphasis on work with health related organizations.

[Mark Jowett's](#) reassuring style has made him a successful facilitator, mediator, coach and trainer. He translates ideas and emotions into meaningful dialogue, valuable tools and concrete action plans. Mark specializes in designing, delivering and evaluating group processes for difficult issues.

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**Facilitation Fundamentals: Team facilitation skills
for healthcare professionals**

Registration Form

Registration (please select one)

The course takes place from 0830 - 1630

- London, Ontario - September 16th, 2008
- Toronto, Ontario - St. John's Rehabilitation Hospital, December 2nd, 2008
- Ottawa, Ontario – Montfort Hospital, March 3rd, 2008

I am registering as: (to find out how many seats you have please email sean.molloy@qhn.ca)

- A QHN member with one of my 3 free seats from our membership benefits
- A QHN member who has used my 3 free seats at the rate of \$399 + GST
- A nonQHN member at the rate of \$599 + GST

Please complete a registration form for each attendee.

Name: _____

Title: _____

Organization: _____

Email: _____

Telephone: _____

Allergies or Special Needs: _____

Fine Print

All substitutions and cancellations must be submitted in writing. **If you cancel your registration within 10 days of the event taking place you will be responsible for a \$100 administration fee.** By signing the attached registration form you acknowledge having read these terms. This is done as space is extremely limited for these workshops.

Privacy Policy: All personal information collected on this form will only be used for purposes of conference administration.

- Please check here if you do not wish your coordinates listed on the participation sheet.
- Please complete and return your registration form to: Sean Molloy via fax at 416.351.3762 or email to sean.molloy@qhn.ca

Should you require more information please contact Sean Molloy at 416.351.3760 or at sean.molloy@qhn.ca