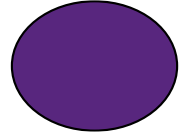


Learn from the Masters

International Institute for Facilitation Master Facilitation Academy March 7-11, 2022

A series of skill building programs led
by Certified Master Facilitators!



Monday, March 7
8 AM – 5 PM, EST

The Seven Separators of Facilitation Excellence

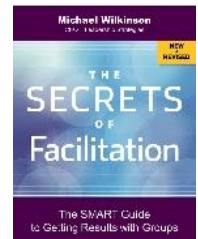
Michael Wilkinson, CMF

CEO and Managing Director, Leadership Strategies, Inc.



You won't want to miss this one-day version of our highly acclaimed four-day workshop, *The Effective Facilitator*. When you are a participant in a facilitated meeting or training workshop, you probably know within 10 minutes if the facilitator is strong enough to make it worth your time. So, what is it that separates great facilitators from good ones? In this dynamic, highly interactive workshop, the author of *The Secrets of Facilitation* will cover the seven

key skills and over 20 techniques that you can begin using immediately, including: four keys to an engaging opening, the secret to asking questions that ignite a bonfire of responses, how to prevent dysfunctional behavior, and how to effectively maximize energy. [\(Click for more\)](#)

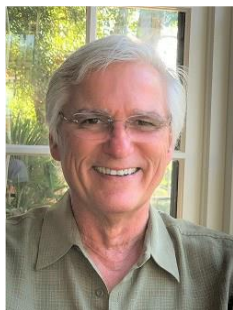


Tuesday, March 8
8 AM – 12 PM, EST

Design a Right-Minded, Team-Building Workshop: *12 Steps to Create a Team That Works as One*

Dan Hogan, CMF

President, Lord & Hogan LLC



This class and eBook will teach the facilitator how to design a practical, real-world Right-Minded, team-building workshop. The eBook will be the student training manual. Right-Minded Teamwork does not advocate team games, outdoor exercises, or social events as legitimate substitutes for team building. They can be fun, but they are indirect and do not resolve a team's real issues.

Right-Minded Team building is not a game-based or social approach to team building. It is a "real-world" method that works. The 12 steps are grouped into three phases:

Contract, Commence and Carry on. Written primarily for team facilitators, team leaders, and teammates can easily follow the steps to design a successful team-building workshop.

Because this method engages teammates in designing the agenda, it virtually guarantees that teammates cannot wait to attend the workshop. They know that they will get real work done in a safe environment when they meet. [\(Click for more\)](#)

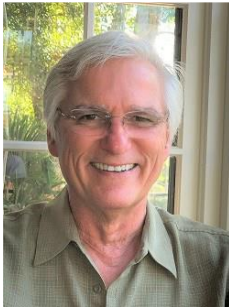


Tuesday, March 8
1 PM – 5 PM, EST

How to Facilitate Team Work Agreements: A Practical, 10-Step Process for Building a Right-Minded Team That Works as One

Dan Hogan, CMF

President, Lord & Hogan LLC



A Work Agreement describes your teammates' collective pledge to transform non-productive, dysfunctional actions into positive and constructive work behavior. Work Agreements are the third Element of Right-Minded Teamwork's 5 Elements framework.

Work Agreements are emotionally mature choices based on collaboration and achieving customer satisfaction. There are two types: process-based and behavioral-based.



The ten steps are written for team facilitators; however, leaders and teammates can easily follow them. The eBook will be the training manual. Abide by these ten steps, and you will succeed in creating effective team Work Agreements that will strengthen and sustain teamwork.

[\(Click for more\)](#)

Tuesday, March 8
8 AM – 12 PM, EST

Liberating the Wisdom of a Group in Problem Solving

Tricia Conyers, CMF

Director/Owner, Island Inspirations Ltd



Liberate the ideas of a group to solve problems by facilitating a thinking council. The thinking council is not your typical idea generation or brainstorming session, this session is focused on unleashing the wisdom of a diverse group, to do this certain individual and group behaviors are key. This workshop will help facilitators learn how to create the environment and behaviors for problem solving. Participants will also learn about the 5E of experience design and practice the application of this in service of the thinking council. [\(Click for more\)](#)

Tuesday, March 8
1 PM – 5 PM, EST

Mastering Presence - Lessons from a Licensed "Pants Pilot"

Brandon Allen, CMF

Smart People Inc.



Mastering your presence does not come from an outside skill set. It comes from within. We'll start with the A5 INIFAC competency, "Understanding your own strengths and weaknesses," and explore how your inherent strengths will enable your success in ALL areas of Presence, and ALL areas of the CMF competencies. Becoming a master facilitator is not about making yourself into a copy of every other CMF; it's about finding your own strengths and refining your own skills to master the competencies. We will look at various styles that work, and how to adapt your style to the needs of the participants. Be yourself, and be great at it! [\(Click for more\)](#)

Wednesday, March 9
8 AM – 5 PM, EST

What the \$#& Just Happened: Honoring & Addressing Conflict

Sheri Hord, CMF

Owner, Facilitating Results



Have you ever experienced a situation where emotions run high in the room, and they don't seem to be linked to the topic at hand? Or the opposite, that people aren't talking and there isn't an apparent reason? It might be that there is a conflict hiding in the background that is difficult (and uncomfortable) to spot as the facilitator. How can you tell, and what do you do about it? There are not many things more complex than conflict, so let's figure this out and deal with it!

We will take a brief look at the theory around conflict; however, this session is an experiential one where we roll up our sleeves and dig in. Participants at all facilitation levels will benefit from the session exercises, as well as the wisdom of the group. [\(Click for more\)](#)

Thursday, March 10
8 AM – 5 PM, EST

Culture Facilitation

Chris Armstrong, CMF

Owner, Veritas Culture



Culture is, in its simplest form – collective regard and social norms. As culture facilitators, we must know not just what people say as individuals but what they really mean. Extrapolating this across a number of individuals enables facilitators to determine collective regard. Otherwise, facilitators are only dealing in generalized, abstract, surface thoughts and feelings. Culture facilitators assess culture, in part, by facilitating difficult but necessary discussions in an effort to understand what people are saying, why they are saying it, and, more importantly, what is at the heart of their words. In society and in the workplace, people are talking more and yet becoming more divided. This is, in large part, because there are not enough culture facilitators to get to the heart of conflict.

This workshop will teach about culture, culture facilitation, and determining collective regard across a group of people in a facilitated session. [\(Click for more\)](#)

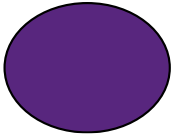
Friday, March 11
8 AM – 5 PM, EST

SPECIAL: CMF Candidate Video Day

The application for Certified Master Facilitator requires that you submit a video using an INIFAC-provided case study with designated role plays designed to test your skills against the INIFAC competency model. Once you apply you receive the case study and role plays and you can create the video at your own location.

However, if you are planning to apply, or considering applying at some point for this prestigious designation, this video day is your opportunity to create a video using an INIFAC case study and role plays that you can submit later with your application.

Facilitation is often a solo business. This is your opportunity to receive critical and candid feedback from other facilitators seeking to raise the bar on their skills. The Video Day is limited to 10 participants, so sign up soon!



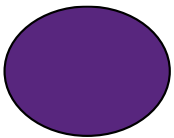
Logistics

The 2022 Master Facilitation Academy is a series of virtual workshops held March 7-11.

- All day sessions: 8:00 a.m. – 5.00 p.m., EST
- Morning sessions: 8:00 a.m. – 12:00 p.m., EST
- Afternoon sessions: 1:00 p.m. – 5:00 p.m., EST

All sessions will be executed over Zoom. Registrants will receive their Zoom invitation at least three days prior to the start of the session. Please plan to arrive at least 10 minutes prior to the start of the session. For more information about logistics contact Kamron Whitehead, the INIFAC Executive Director, at 479-200-3311 or info@inifac.org.

Note: Participation in the INIFAC Master Facilitation Academy does not require you to apply for the CMF and does not include any related certification fees.



The Seven Separators of Facilitation Excellence

Monday, March 7, 8 AM – 5 PM, EST

Michael Wilkinson, CMF

CEO and Managing Director, Leadership Strategies, Inc.

Workshop Objectives

As a result of this workshop, you will have three key results:

- You will have a comprehensive methodology for facilitating groups from preparing and starting to managing dysfunction and closing.
- You will have had a chance to practice the techniques and get feedback.
- You will see and learn various strategies for engaging your attendees in a virtual environment

Detailed Description

What is it that separates great facilitators from good ones? Sure, every facilitator needs to know about establishing ground rules, using the appropriate tools and maintaining a safe environment. But are there a set of skills that seem to distinguish the best facilitators from the rest of the pack?

We say, "Yes!" As facilitator trainers and practitioners, we have had the opportunity to train and work with over 12,000 facilitators since releasing *The Facilitator's Methodology™* over a decade ago. While some facilitators were beginners, most were experienced, and many were very experienced. It is through working with this wide variation in proficiency that we have identified what we believe are the seven key skills that seem to separate the "top" facilitators from the "good" ones.

In this workshop, the author of *The Secrets of Facilitation* will share the "Seven Separators" and will cover over 20 techniques that you can begin using immediately to improve your facilitation.

Opening

- Workshop objectives
- Key facilitation skills

- The principles of facilitation – A methodology for facilitation

The Seven Separators

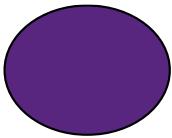
- Establish and maintain a high energy level
- Ask starting questions that draw a vivid image
- Have a full toolkit of follow-up question types
- Respect the “power of the pen”
- Carry the group through the process
- Prevent, detect and resolve dysfunction
- Isolate and address sponsor’s key needs

About the Presenter

Michael Wilkinson is the Managing Director of *Leadership Strategies, Inc. – The Facilitation Company*, the largest provider of professional facilitators and facilitation training in the U.S. He is an international leader in the facilitation industry.

- Author of six books, including Amazon best seller, *The Secrets of Facilitation*, and *CLICK: The Virtual Meetings Book*
- Board member of the International Institute for Facilitation
- Founder of the FindaFacilitator database
- One of the first five Certified Master Facilitators in the US
- Named to the International Facilitation Hall of Fame in 2016

Active in both the private and public sectors, he is a much sought after speaker, trainer and facilitator. He has provided workshops to hundreds of organizations across a variety of industries and has facilitated sessions in over 15 foreign countries, including Russia, China, Germany and Australia.



Design a Right-Minded, Team-Building Workshop: 12 Steps to Create a Team That Works as One

Tuesday, March 8, 8 AM – 12 PM, EST

Dan Hogan, CMF
President, Lord & Hogan LLC

Workshop Objectives

As a result of this workshop, participants will be able to:

- Learn *what* real-world team-building facilitation is and *why* it is the best method.
- Accept that team-building facilitation is both *art* and *science* and that this method will help facilitators improve both skills.
- Understand the 12-step process and how all the steps link together to ensure the facilitator creates a workshop that teammates cannot wait to attend because they know they will get real work done.

Detailed Description

The RMT process includes 12 steps presented in three phases.

- Contract: Designing the workshop (Steps 1-9)
- Commence: Facilitating the workshop (Step 10)
- Carry On: Keeping up momentum after the workshop (Steps 11-12)

Contract: Designing the Workshop (Steps 1-9)

- Step 1. To begin, the team leader determines the workshop's purpose. Usually, workshops focus on something the team needs to change or improve because teammates are not working together as one.
- Step 2. The leader conveys the purpose and potential outcomes of the workshop to the facilitator. Both agree to follow the 12 Steps process to design the workshop.
- Step 3. The leader gives the facilitator permission to think of their initial desired outcomes as symptoms, allowing the facilitator to uncover root causes the leader may not have considered. It's not unusual between steps 3 & 7 to learn that what the leader said they initially wanted may not be what the team needs.
- Step 4. The facilitator creates and presents a 1st Draft Plan to the leader. The plan includes the initial set of workshop outcomes, agenda, Punch List of workshop topics, and a workshop announcement plan.
- Step 5. The leader announces the workshop and prepares teammates. Teammates learn the facilitator will interview them. By offering their input and perspective, teammates will eagerly participate in designing the workshop outcomes and agenda.
- Step 6. The facilitator conducts a Right-Minded Teammate survey to help identify potential workshop outcomes.
- Step 7. The facilitator interviews all teammates, summarizing their collective views in the Punch List document.
- Step 8. The facilitator creates and presents a 2nd Draft Plan to the leader.
- Step 9. The leader and facilitator fine-tune and agree on the final outcomes and workshop agenda. Together, they distribute the agenda and begin preparing teammates for the workshop.

Commence: Facilitating the Workshop (Step 10)

- Step 10. The leader and facilitator conduct the workshop and achieve workshop outcomes. Teammates agree to track their performance after the workshop. They agree on what they will track, how they will track it, and to whom they will report their progress. They agree to conduct team-building workshops every 90-days.

Carry On: Keeping Up Momentum (Steps 11-12)

- Step 11. For the next 90 days, the team implements their tasks and tracks their progress.
- Step 12. The leader and facilitator either begin designing the second workshop or transfer that responsibility to others.

Every 90-days, the cycle continues onward, beginning with Step 1 again.

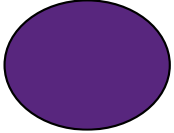
As this cycle is repeated over time, the team grows and evolves into a team that consistently works as one.

Benefits: Why Use the 12 Steps Process?

- Because this method engages teammates in designing the workshop agenda, it virtually guarantees teammates cannot wait to attend their team-building workshop. The benefit is clear: teammates know their time will be productive and beneficial, and it will allow them to get real work done.
- If you are a team leader, your teammates will appreciate the straightforward process that includes them in the workshop design process. Their confidence and trust in your leadership will increase.
- If you are a team-building facilitator, your clients will love this method because they quickly see its value. Additionally, this method convinces them that you will indeed help them build a Right-Minded team that achieves its goals and produces results.

About the Presenter

Lord & Hogan LLC created Right-Minded Teamwork [RMT], which is a proven team-building method. RMT evolved from Lord & Hogan's consultant's collective in-the-field experience with thousands of teams and teammates in the USA and other countries. RMT is based on focused work and practical advice using a real-world approach. No silly team-building games are found here. Dan has over thirty-five years of facilitation experience working with over 500 teams for two to three years at a time. He became a CMF in 2006, plus he served on the INFAC Board.



How to Facilitate Team Work Agreements: *A Practical, 10-Step Process for Building a Right-Minded Team That Works as One*

Tuesday, March 8, 1 PM – 5 PM, EST

Dan Hogan, CMF
President, Lord & Hogan LLC

Workshop Objectives

As a result of this workshop, participants will:

- Learn the 10 Steps for successfully facilitating team Work Agreements.
- Learn how to discover root-cause issues that prevent teams from achieving effective teamwork.
- Understand the importance and value of teammate interviews (Step 7 of the RMT Workshop Design process) because it increases your knowledge of how to successfully facilitate those teammates.
- Learn how and practice creating an opening question that will launch an effective team Work Agreement dialogue.
- Learn strategies for setting up support processes so that the team lives their agreements versus abandoning them.

Detailed Description

What Are Work Agreements?

- Work Agreements are team covenants or vows that transform teammates' dysfunctional and non-productive behavior into team cohesiveness and accomplishment.
- Work Agreements are not guidelines or ground rules. They are emotionally mature promises that guide a team to work collaboratively towards the shared goal of achieving customer satisfaction.

If you've ever been part of a team, you know it is not a matter of if conflict will occur among teammates. It is a question of when. A team without Work Agreements is like a machine without an operator's manual. Teammates may function at acceptable levels for a while, but eventually, they will decline into separateness and self-interest.

It is far better to have Work Agreements in place before teammate disagreements happen. Established Work Agreements can serve to mitigate and even make positive use of those clashes when they occur. However, even if your team is already in conflict, it's still not too late (and will never be!) to create and live team Work Agreements.

Session Agenda

A. Overview of the practical 10-step process for facilitating team Work Agreements

- Learn how the 12-Step design process helps you successfully facilitate Work Agreements
- Two Types of Agreements: Behavioral and Process
- Presenting the Right Choice Model to set the right workshop atmosphere

B. Instruction will focus on these Topics and Methods

- Step 2 – Clear Desired Outcomes and choosing the best teamwork topics
- Step 2 – Prevention & Interventions plus team Decision-Making
- Step 3 – What they ask for versus what they need; finding the root cause during teammate interviews; the opening question: learn and practice
- Step 5 – Recognizing and capturing legitimate behavioral answers
- Step 6 – Writing and proposing an Intention Statement and the need to effectively multitask as their facilitator
- Step 8 – Completing the Clarifications and Conditions for Acceptance
- Step 9 – Understanding the importance of Interlocking Accountability
- Step 10 – How to publicly commit to team Work Agreements

C. Methods for sustaining team Work Agreements

- Review several examples in the book/training manual

D. Close

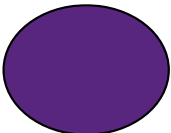
- Discuss and answer any questions that have not already been answered

Participant Materials

1. Approximately one week before class, participants will receive the eBook – their training manual – ***How to Facilitate Team Work Agreements: A Practical, 10-Step Process for Building a Right-Minded Team That Works as One***. The paperback book is available at Amazon and Barnes & Noble if the student wants to purchase it.
2. Each participant is encouraged to review the 10-minute video on facilitating Work Agreements before the Academy training class. We will review it in class as well.
3. Everyone will receive a *Reusable Resources & Template* document with lists, tools, and templates to help them successfully facilitate team Work Agreements.

About the Presenter

Lord & Hogan LLC created Right-Minded Teamwork [RMT], which is a proven team-building method. RMT evolved from Lord & Hogan's consultant's collective in-the-field experience with thousands of teams and teammates in the USA and other countries. RMT is based on focused work and practical advice using a real-world approach. No silly team-building games are found here. Dan has over thirty-five years of facilitation experience working with over 500 teams for two to three years at a time. He became a CMF in 2006, plus he served on the INFAC Board.



Liberating the Wisdom of a Group in Problem Solving

Tuesday, March 8, 8 AM – 12 PM, EST

Tricia Conyers, CMF

Director/Owner, Island Inspirations Ltd

Workshop Objectives

As a result of this workshop, participants will be able to:

- Use the 5E model to design the before, during and after flow and activities of a thinking council
- Create an environment that liberates idea generation and limits group think
- Facilitate a thinking council in service of an individual's challenge or problem

Detailed Description

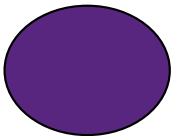
In this workshop we will learn about the thinking council as a problem solving and idea generation technique. In a thinking council a number of people gather to help one individual, the challenge owner (CO), think deeply about a current issue or problem. Everyone is required to share their experience and expertise to unleash deeper thinking by the CO.

- We will use the 5Es of experience design to think through the design of the session, before, during and after. And in doing so we will think deeply about the environment that we need to create for this type of problem solving, and we will explore what might go wrong and how, as facilitators, we can manage these situations.
- We will then role play a thinking council. Participants will play one of three roles: the challenge owner, a council member, or an observer.
- We will evaluate the "in-session" portion of the 5E design following the role play, and we will further explore what would be needed to create the right environment for idea generation and psychological safety of the group.
- Participants will leave with an understanding of the benefits of a thinking council and an understanding of how to design and facilitate these sessions.

About the Presenter

Tricia has 25+ yrs experience in change. As a change leader and facilitator she has delivered and supported many programs across a range of industries, helping teams to achieve result breakthroughs in day-to-day performance and shifts in behaviors and beliefs.

Tricia is a Certified Master Facilitator, a meeting designer and a learning experience designer. She designs meetings and learning experiences to unleash the latent capacity and higher potential in others. Her sessions are powerful, visual, playful and experiential in design. They prioritize building connections, deepening capabilities, and strengthening confidence. Tricia believes that failures are pivotal learning moments and true learning emerges from a fully immersive and inclusive experience.



Mastering Presence - Lessons from a Licensed "Pants Pilot"

Tuesday, March 8, 1 PM – 5 PM, EST

Brandon Allen, CMF

Smart People Inc.

Workshop Objectives

As a result of this workshop, participants will be able to:

- Identify their facilitator "style"
- Use their style to master the Presence competencies
- Adapt their style to other CMF competencies

Detailed Description

This workshop will start with participants learning about various styles that CMF's use, and how they relate to the CMF's Presence. Some of these styles include Power, Humor, Guru, and Tact. We all have personality, behavioral, and interaction preferences. Rather than trying to force ourselves into the correct box, we can use our own style to achieve mastery of the competencies. The CMF community includes many different personalities, yet we all make it work for us. Achieving confidence (A1) in our facilitation stems from our knowledge of our ability to perform. When we are in our own comfort zone with our style, we can more easily adapt to be able to perform the skills we need to use to execute on masterful facilitation.

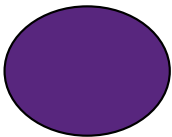
Participants will identify their own style/s, and walk away with examples of how they can use & adapt that style to achieve all areas of presence. We will also build in time to build personal plans to adapt all other areas of the CMF competency list.

We will role play how facilitators with different styles can handle the same situation with equal success, but different approaches. Many facilitators try, and fail, to perform a competency in a style that is not natural to them. We will build plans to use the strengths of each participant to learn how to demonstrate warmth and caring (A2), utilize the right energy (A3), and make adjustments (A4) that come naturally to them.

Participants will walk out with confidence that they can still "be themselves", and with a plan in hand to have the presence of a Certified Master Facilitator.

About the Presenter

"Licensed Pants Pilot" - That's how Brandon has been described, flying by the seat of his pants more often than not. His unorthodox style and go-with-the-flow mindset do not put him in the majority with his fellow CMFs, but he makes it work somehow! He's requested when you need a guide to get through the jungle, rather than taking the established roads. If you need a facilitator for a session that's part strategy, part team building, and part "we're not really sure...", then Brandon is your guy!



What the \$#& Just Happened: Honoring and Addressing Conflict

Wednesday, March 9, 8 AM – 5 PM, EST

Sheri Hord, CMF

CEO, Facilitating Results

Workshop Objectives

As a result of this workshop, participants will be able to:

- Define conflict.
- Understand their personal biases towards conflict.
- Create a space where conflict is honored as necessary.
- Identify and address conflict as a facilitator (and fellow human being).

Workshop Agenda

Through each component of the workshop you will be answering key questions.

1. Define Conflict

- How do I feel about conflict?
- Personally, how do I recognize it?
- Personally, how do I deal with it?
- What does the theory say about conflict?

2. Experience Conflict

- How does it feel to be in conflict?
- How do I react to conflict?
- How did it go? How did it feel?
- What went well? What went wrong?

3. Address Conflict

- How do I feel about addressing group conflict?
- As a facilitator how do I recognize it?
- As a facilitator how do I deal with it?

4. Client Interviews

- How can you tell in the initial client discussion that there is a conflict?
- What questions should you ask?

5. Facilitated Discussion

- How can you determine that there is tension in the room?
- How can you use the information gathered in the initial client interviews to help you out?
- How can conflict be used to create the best solution for the group?

Detailed Description

This session speaks to conflict, which all facilitators will deal with when working with groups.

Facilitators have a vested interest to understand their own biases in conflict situations, identify conflict when it occurs, and learn tips to dealing with conflict in a positive and constructive manner.

Conflict in this context is seen positively, to be encouraged as a vehicle to bring groups towards more valued solutions with stronger buy-in. The facilitator plays a role in working with their client to identify the conditions that may have inadvertently created conflict and then encouraging a safe environment to have those difficult conversations.

For the facilitator to aid the group in resolving the conflict, rather than adding to it, they require an awareness of their preferences to dealing with conflict. With that awareness, we examine the facilitation plan that they might have naturally leaned towards and identify one that best serves the group to address the conflict and move them towards the best possible solutions.

Participants have an opportunity to experience conflict and reconstruct the elements that caused the resulting conversation to go poorly. With this knowledge, we will explore how the facilitator can use their skills to identify when

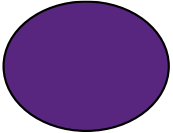
a group is in conflict and actively aid them in resolving their issues so that they can produce the best solutions possible.

About the Presenter

Sheri is skilled at drawing out the deeper thoughts behind what people are saying, looking for common themes and building consensus. In addition to her professional facilitation certifications, she holds a Certificate in Adult Education and a Diploma in Conflict Resolution.

Sheri is a Chartered Professional Accountant (CPA, CA) and has worked with risk throughout her career in Canada and overseas.

In search of a better life during the pandemic, Sheri moved to Barbados. Living on a Caribbean Island suits her, between surfing in the ocean and doing yoga outdoors each day. She is warm and happy.



Culture Facilitation

Thursday, March 10, 8 AM – 5 PM, EST

Chris Armstrong, CMF

Owner, Veritas Culture

Workshop Objectives

As a result of this workshop, participants will be able to:

- Understand culture and how it influences workplace morale.
- Understand the fundamental steps to facilitating difficult discussions.
- Understand the fundamental steps to translating individual thoughts and feelings to collective regard.

Workshop Agenda

- Introductions
- Understanding Culture
- Fundamentals of Culture Facilitation
- Practicing: Culture Facilitation (in action—students facilitating with feedback)
- Distinguishing Individual from Collective Regard
- Close

Detailed Description

Our world is changing and with change comes human conflict. This is particularly true when it comes to social change that affects culture. If we are to combat the unhealthy discourse that is going on in the workplace and everyday life settings, we need skilled culture facilitators. Otherwise, we will continue to talk more while becoming more divided. Become a change agent! Our civility depends on it.

Who is this class for?

Culture professionals and leaders who are looking to acquire the skills necessary to understand culture while driving meaningful dialogue and action in otherwise divisive environment's.

Past students have been active in the areas of:

- Culture Change
- Diversity and Inclusion
- Employee Engagement

- Organizational Change
- Conflict Resolution
- Performance Management

What will I learn?

This course is facilitated by culture experts and seasoned facilitators delivering key knowledge and practical methodologies that enable students to:

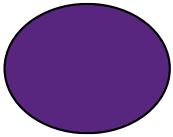
- Understand culture
- Listen to Understand
- Maintain Neutrality
- Drive to Root Causes
- Elicit Authentic Trust
- Connect People and Ideas

These are bedrocks of understanding and driving culture change.

About the Presenter

Chris Armstrong is the Co-Owner of Veritas Culture Certified Diversity Executive, Certified Master Facilitator and Certified Coach. Chris previously served as Culture Executive for DIA and NGA, as well as the Diversity Executive for DIA.

Chris has been called to facilitate national level crisis around such incidents as the Charlottesville Race Riots, the Pulse nightclub shooting, and the Kavanaugh confirmation. All told, he has facilitated more than 4,700 culture sessions across more than 170 government, non-profit, and private sector organizations.



SPECIAL: CMF Candidate Video Day

Friday, March 11, 8 AM – 5 PM, EST

The application for Certified Master Facilitator requires that you submit a video using an INIFAC-provided case study with designated role plays designed to test your skills against the INIFAC competency model. Once you apply, you receive the case study and role plays and you can create the video at your own location.

However, if you are planning to apply, or considering applying at some point for this prestigious designation, this video day is your opportunity to create a video using an INIFAC case study and role plays that you can submit later with your application.

Facilitation is often a solo business. This is your opportunity to receive critical and candid feedback from other facilitators seeking to raise the bar on their skills. The Video Day is limited to 10 participants, so sign up soon!

