

the connecting cord

news for the pacific center for leadership learning community

a year's end is neither an end nor a beginning but a going on, with all the wisdom that experience can instill in us. — hal borland —



Best wishes for a healthy and prosperous 2012 from all of us at Pacific Center for Leadership. The latter half of 2011 allowed opportunities for new and collective experiences at PCFL. Here are some of the highlights where wisdom was shared and gained.

y leadership

A three day leadership development course offered in conjunction with the Banff YWCA and ReFrame Leadership ran in August, 2011 with an enthusiastic group of Gen Ys. Stimulating conversations, innovative approaches to problem solving and a strong commitment to collaboration and connectivity left us with the distinct impression that much wisdom is to be gained from this ambitious group of up-and-comers.

We're looking forward to our next offering of this course in Spring 2012. If you are a new leader between the ages of 18 and 29 — or know of someone in this demographic — searching for an opportunity to learn more about your leadership style within a peer cohort, contact us to find out more.

visit: www.yleadership.ca

effective facilitation

In October of 2011, we set up at the lovely Juniper Hotel in Banff, AB for a public offering of our two-day workshop **Foundations of Effective Facilitation**. With a group of fifteen highly engaged participants looking to broaden their repertoire and skills as facilitators, we explored both core and creative methodologies of content and process facilitation. Given the depth of

knowledge and experience of our facilitation team, we'll be adding a third day to our next offering of this workshop in Fall of 2012.

If you don't want to wait until then, this workshop can also be tailored to your organization, and can be offered over one or two days, focusing on meeting and/or small group facilitation.

the metrics of collaboration

This fall we worked with a group from the health care industry, where great communication and collaboration are essential for both the immediate team and the larger community they serve.

Not only did this group want to build collaboration as a team, they wanted a program that highlighted how metrics are an important and necessary part of a team's success.

We designed a unique problem-solving challenge for the group that allowed them to see teamwork and metrics in action. The participants were encouraged to determine what components of the challenge were important enough to get measured, and to decide what would constitute successful performance

The program proved to be an excellent way



for participants to see the importance of metrics, and to better understand how measurement can lead directly to a clearer sense of, and commitment to, success.

even better conversations

Our **Dealing with Difficult People** workshop, which encourages participants to take responsibility for their challenging relationships, continues to appeal to a wide variety of clients across various sectors. We've offered this session to clients in the hospitality, education, adventure tourism and not-for profit sectors. Across industries it's apparent that interpersonal conflict can

have a significant impact on the health of an organization. Armed with better knowledge of their own conflict strategies and triggers and new tools to diffuse potentially charged encounters, participants come away from this session better able to break away conflict and empowered to move into more positive interactions with colleagues.

risky business



Our senior facilitator Geoff Powter's extensive research and writing on the subject of how risk — real and perceived — influences our decision making, was recently featured in the November 2011

issue of Calgary's *Avenue* magazine. [Click here to read the article.](#)

Based on his work, Geoff has developed a thought-provoking session which we've used with a number of senior management teams as a way to kick start a conversation about organizational culture and/or corporate strategy.

Geoff's presentation is great as an interactive keynote speech, and can be modified to be an exploration of your organization's attitudes towards risk and reward.

In partnership with Leadership Wood Buffalo, Geoff will be presenting this session, "Positively Terrified" on the evening of March 8th, 2012, in Fort McMurray.

[Contact us for further details about coming to Geoff's session in Fort McMurray, or for information on how Geoff could get your own team talking about risk.](#)

individual and team coaching

At Pacific Center for Leadership we've worked with a number of our clients over a sustained period of time. It's rewarding and exciting for us to see leaders and organizations develop as new ways of working together take hold. To further support the change process, we're expanding on our coaching services, offering both individual and

team coaching.

Both short- and long-term coaching commitments are offered to ensure you and your team remain on track and are supported through times of transition and challenge.

[Call us to discuss how coaching could benefit you and your team.](#)

the currency of ideas

The Banff Ideas Bank continues to solicit and elicit ideas from the citizens of the Bow Valley. Led by facilitators Kim Bater and Colin Funk, ideas on a variety of topics are shared in an open discussion

format the first Wednesday of each month at the Wildflower Café.

To add your own ideas into the mix, find out more at www.banffideasbank.ca

hearing from you

At PCFL we're always committed to ensuring that our programs are designed with — and for — you. We want to hear your thoughts about your experiences with us, about what caught your attention in this newsletter, and what else you'd like to see PCFL doing now and in the future.

contact us

If you have any thoughts about what you've seen us, or would like to get more information on these or any other programs, please head to our website www.pcfl.com, or call Marianne Wasch or Mike Shaw at the office

(403-678-2230 or toll-free 1-800-661-9400)