



"Stop looking for solutions – when you're FoCuSeD™, you find them."

March 2011

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MGR Consulting is a PMI Global R.E.P. and an IIBA E.E.P.



Upcoming Events

- IAF North America Conference
Denver, CO
April 14 – 15, 2011
- IIBA Chapter Meetings – Buffalo and Rochester, NY
June 7 – 8, 2011
- DePaul Facilitation Symposium, Chicago, IL – Gary Presents *Facilitating Change and Innovation*
June 10, 2011

Creativity and Innovation

Being **creative** in developing **innovative**, quality solutions is critical. Changes need to make an impact to be worthwhile. Slightly improving a situation is equal to business as usual.

Transformational Change

As Facilitators, our goal is to facilitate people and organizations to achieve success, which is *Transformational Change*. This is defined as:

Transformational Change = Quality of the Solution times the Engagement and Commitment of the People.

Since the Facilitator establishes the process (in collaboration with the client), we can help ensure a quality solution as well as the engagement and commitment of the people. Some things to think about when you are facilitating:

- Are you helping the group work towards a solution that is better (slight improvement) or different (transformational)?
- Are the questions being asked, by you and/or the participants, driving innovation or stifling it?

Better or Different?

Sometimes people and organizations take the path of least resistance. They may recognize that there is a need for change but, to keep it safe, they jump to solutions that sound great, but, have they actually made it better? Let's look at the following example:

Example

There are two fine dining restaurants in a local area – both cuisines are excellent. They are both trying to increase customer loyalty. They both realize that service is the differentiating factor.

Restaurant A decides to make their service better. They make it crisper, ensure that all wait staff smiles, timing is perfect, and that customers feel well served.

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2011 Facilitator Public Class Dates

We are holding public classes in Chicago, IL, Austin, TX, Hartford, CT, and San Jose, CA. In addition, we are introducing the FoCuSeD™ Business Facilitator – Gary Rush's 4-day highly interactive class geared towards HR Professionals, strategic planners, and others who will facilitate planning and a variety of business situations.

We also can bring our FoCuSeD™ Facilitator classes on-site anywhere in the world.

Our next available public class is in **Chicago, IL:**

April 4 – 7
4-day FoCuSeD™ Business Facilitator

Gary Rush, IAF CPF teaches all of our classes.

5-day The FoCuSeD™ Facilitator Academy

Feb 7 – 11
Chicago, IL

Mar 14 – 18
Austin, TX

Jun 13 – 17
Chicago, IL

Jul 11 – 15
Hartford, CT

Oct 10 – 14
Chicago, IL

Nov 14 – 18
San Jose, CA

4-day FoCuSeD™ Business Facilitator

Apr 4 – 7

Aug 8 – 11
Dec 5 – 8

Chicago, IL

Creativity and Innovation, *continued*

Restaurant B decides to make their service different. They change the wait staff outfits to match the restaurant theme; they script the wording so that service is delivered with poetic phrases; they make service more of a show.

Which restaurant do you think made more of an impression on its customers? Facilitators need to question participants to help them recognize and then decide whether it's *better* or *different*.

Innovation Questions

The following are questions that will help participants think through their options. This helps them explore their creativity to make a *conscious decision*. **Note:** Do not violate neutrality.

Why? Why Not?

When a participant presents an idea, do others respond with, "Why?" When that happens, they are eliminating ideas before they have explored them. These are often the *most different* ideas. As Facilitator, you can establish a framework wherein every time that someone asks, "Why?" the participants or you respond with, "Why not?" Participants asking, "Why?" are locked into existing paradigms. By asking, "Why not?" you are asking participants to evaluate their paradigms. This is a variation on the paradigm-shift question – "What if...?". Participants may be pleasantly surprised by the creative ideas that they develop.


Yes, and... Yes, but...

"Yes, and..." adds to an idea while, "Yes, but..." takes away from an idea. Building on ideas is more constructive and leads to more innovative ideas and greater acceptance because more people contributed to it. A ground rule of, "No yeah, buts..." helps head this off. Encourage piggybacking on ideas. People bring judgment into ideas too early. Brainstorming was created to build on ideas and postpone judgment.

What if...?

This is the original paradigm shift question, "What if this was different? What could you do?" Getting participants to look at "possibilities" is important. Often they will dismiss ideas because existing paradigms tell them that it is "impossible". Well, what is impossible with one paradigm is possible with another. When participants look at the possibilities, they may find ideas that make changing the paradigms compelling – e.g., a *compelling solution*.

Creativity and Innovation

Creativity is the engine of *Innovation*. Creativity is generating something new, surprising, unusual, novel, or original that solves the problem, is useful and meaningful. Creativity can be introduced to participants through process and exercises. Creativity can be encouraged through questions. Transformational change brings innovation. 

The FoCuSeD™ Leader – Facilitator Lessons for Collaborative Leadership

Are you a boss or a leader? Gary Rush's 4-day highly interactive class will enable you to make more of an impact at work. Gary will teach you "how to" with an understanding of the "why" to perform as a Collaborative Leader. Leaders lead, they inspire, they make a difference. This is the Leadership model of the future – individuals inspiring *collective action* through *Collaborative Leadership*. The workforce is increasingly disengaged. Great Leaders have strong support from their workforce because they engage them. Fear and dictating, only works for bosses – Leaders inspire groups to go beyond their capabilities. *Learn how to engage, involve, and inspire your workforce*. Up to now, great Leaders were Collaborative by intuition. I want the FoCuSeD™ Leader to be Collaborative on purpose. *This class will expand your thinking. Read more...*

PMI R.E.P. – This class confers 18 Professional Development Units (PDUs) upon completion for those attendees who are certified Project Management Professionals (PMPs).

This class is available **on-site** anywhere in the world. Please contact Gary for additional information, pricing, and scheduling.

FoCuSeD™ Facilitator Classes

IAF CPF

Our **FoCuSeD™** Facilitator classes support the *International Association of Facilitators (IAF) Core Facilitator Competencies* and what students need to do to achieve them, enabling those people who wish to pursue their *IAF Certified™ Professional Facilitator (CPF) designation*. CPFs receive professional recognition that provides a competitive edge.
Note: You can only receive the **Facilitator Certification** designation from the IAF.

The FoCuSeD™ Facilitator Academy

PMI – R.E.P.
IIBA – E.E.P.

Gary Rush's 5-day highly interactive class teaches "**how to**" with an understanding of the "why" to perform as an effective Facilitator. It guides you, enabling you to plan the emotional group cycle along with the workshop process to build a product – **Holistic Facilitation**. This class covers effective Facilitator Skills and tools necessary to facilitate *any situation in business and in life*. It is the most complete, most comprehensive, and most effective facilitation class available. This class is geared towards all people. It helps build your skills and confidence. It develops Collaborative Leaders. With **FoCuSeD™** you get JAD, FAST, and more. **Read more...**

This 5-day highly interactive class covers situations encompassing all of the topics covered in all of our FoCuSeD™ training programs.

"Best session I've had in 30+ years of classes!"

Michael, Project Manager & Facilitator (*The FoCuSeD™ Facilitator Academy* alumnus)

FoCuSeD™ Business Facilitator

PMI – R.E.P.

Gary Rush's 4-day highly interactive class teaches "**how to**" with an understanding of the "why" to perform as an effective Facilitator. It guides you, enabling you to plan the emotional group cycle along with the workshop process to build a product – **Holistic Facilitation**. This class covers effective Facilitator Skills and tools necessary to facilitate *business situations from Strategic Planning, to Six Sigma, CMMI, and Problem-Solving*. This class is geared towards HR Professionals, strategic planners, and others who will facilitate planning and a variety of business situations. It helps build your skills and confidence. It develops Collaborative Leaders. **Read more...**

FoCuSeD™ On...

PMI – R.E.P.
IIBA – E.E.P.

Gary Rush's 3-day highly interactive class teaches "**how to**" with an understanding of the "why" to perform as an effective Facilitator. It guides you, enabling you to plan the emotional group cycle along with the workshop process to build a product – **Holistic Facilitation**. This class covers effective Facilitator Skills and tools necessary to facilitate *the overall business management strategy into the product solutions so needed for business success – achieving support and commitment from their stakeholders*. This class is geared towards Project Managers, Business Analysts, Quality Analysts, and others working in Project Management, Business Analysis, Six Sigma, TQM, and other quality initiatives. It helps build your skills and confidence. It develops Collaborative Leaders. **Read more...**

About MGR Consulting



We have been in business since February 1985 when Gary Rush founded MG Rush Systems, Inc. He ceased operations of MG Rush Systems, Inc. in June 2004 to pursue his dream of becoming a restaurateur. In June 2005, after a one-year absence, Gary returned re-instating his company MG Rush Systems, Inc. and re-naming it MGR Consulting, Inc. Millie (M) and Gary (G) Rush (R) are now MGR Consulting.

We are a recognized leader in the field of Facilitation and Facilitator Training – *Facilitator Skills, Facilitation Skills, Facilitative Leadership Skills, and Advanced Facilitator Skills*. *Our training gives you effective leadership, business, and interpersonal skills. It helps build your skills and confidence. It develops collaborative leaders.*

We improve client business performance through effective application of exceptional facilitation processes. We are uniquely qualified to assist you in understanding, managing, and implementing *Facilitated Workshops* supporting your methodology in your organization. We are experts at engaging participants and guiding them to consensus. *Our primary job is to get a group of individuals to form as a team, learn to communicate, and achieve a goal or accomplish a task.*

Our **FoCuSeD™** Classes are geared towards all people. In addition to developing highly successful Facilitators, our **FoCuSeD™** Facilitator classes provide effective *Facilitator Skills*, to enhance what you do, to Project Managers, Business Analysts, Quality Analysts, and others working in Project Management, Business Analysis, Six Sigma, CMMI, TQM, and other quality initiatives as well as to HR Professionals, Strategic Planners, and others who will facilitate planning and a variety of business situations. *They enhance whatever you do wherever you go in business and in life. **Read more...***

About Gary Rush, IAF CPF

Gary R. Rush, *IAF Certified Professional Facilitator (CPF)*, Founder and President of **MGR Consulting** has been in leadership training since 1972 when he entered the U.S. Naval Academy. He has managed projects since 1980, been facilitating since 1983, and training since 1985. *He is a recognized leader in the field of Facilitation and Facilitator Training and continues to be the leading edge in the industry by continuing as a practicing Facilitator.*

As a Facilitator, Gary facilitates many types of workshops. He improves client business performance through effective application of exceptional facilitation processes. He is uniquely qualified to assist you in understanding, managing and implementing facilitated workshops supporting your methodology in your organization. He is an expert at engaging participants and guiding them to consensus. *His primary job is to get a group of individuals to form as a team, learn to communicate, and achieve a goal or accomplish a task.*

As a Trainer, Gary is amongst the most successful and influential Facilitator Trainers in the world. He teaches *The FoCuSeD™ Facilitator Academy, FoCuSeD™ Business Facilitator, and FoCuSeD™ On...* He teaches specific "how to" with an understanding of "why" to perform as an effective Facilitator; he provides detailed facilitator and process tools and, as an *IAF CPF Assessor*, he covers the *IAF Core Facilitator Competencies*. *His alumni are amongst the most successful and influential leaders. They often tell us how much Gary has changed their lives.*

In 1985, Gary created *FAST*. In 2007, Gary created **FoCuSeD™** - a revolution from *FAST*. *It is the most complete, most comprehensive, and most effective facilitation class available, providing detailed training on the concepts of **Holistic Facilitation**. It's time to get **FoCuSeD™**.*

Gary has implemented his facilitation technique in some of the largest companies and government agencies. His clients are many of the Fortune 500 companies. *His facilitation technique is used widely around the world. **Read more...***

Contact Gary directly at +1 773-330-2064 • email at grush@mgrconsulting.com