OMA OFFICER TRAINING
SYLLABUS & PREWORK ASSIGNMENT
Facilitated by Master Connection Associates

WORKSHOP OVERVIEW
This workshop is an exploration of the principles and methodology of general meeting management skills, decision making, conflict resolution, driving to conclusions, and interpersonal communication skills. The training will consist of some presentational material, but also role playing and individual engagement.

WORKSHOP DESCRIPTION
This two-day workshop designed for OMA Officers will be interactive, thought-provoking, and provide the knowledge and tools needed to function more effectively as OMA Officers:

i.) General meeting management skills
To cover the general organization of meetings, how to scope and define the objectives of specific meetings, arranging agendas, notifying participants, structuring the meeting, time management, participant respect for the chair, driving participant involvement etc.

Master Connection Associates specializes in adult learning. In fact, any type of meeting can be considered continued education. The objective of this workshop is to enhance overall leadership and communication skills in order to function more efficiently as a Working Group. Adult learning enhances skills and is an integral part of association meetings such as OMA.

We will help participants create a structure to increase knowledge and greater professional opportunities. There are actually two types of learning, which depend on the age and focus of the learner. The first is the developmental learning, which is what we do in the first half of our lives when we are building knowledge, competencies, and skills from scratch. We tend to be "sponges" as learners in the beginning of our lives. In the second half of our lives, we learn through transformative learning, building new consciousness and understanding.

During this two day session, we will help you and your Working Group on the following:

- Improve existing communication skills needed in meeting management
- Learn how to learn from each other and gain new skills
- Achieve recognition for improved skills and/or knowledge
- Create a team agreement of how OMA works
- Strengthen the ability to stay on task
- Create time lines and agendas that the team will agree to stay with

ii.) How to Facilitate Decision-Making

Correctly formulating issues, ensuring all relevant information is available, preparing issues before meetings, ensuring that the relevant parties/interests are represented, ensuring various sides of an argument are fairly presented etc.

Master Connection Associates will introduce a decision making model that is useful in delegation and professional development. A four-step process will be introduced and then debriefed among the team. The four-step process will include:

1. *Team member* decision making that needs no report out. Make the decision, act on it, but no debrief is needed
2. *Team leader* decision making – make the decision, act on it and report the action to the entire group
3. *Special interest group* decision making – report the action you want to take before you take it
4. *Team alignment* decision making – make the decision jointly with input from everyone

The goal of this session is to clearly identify which categories decisions and actions fall into, so that the team can know exactly where they have the authority to make decisions and take action. We will help the group develop a clear path of professional development on how to progress with efficient decision making.

iii.) Conflict Resolution

How to move forward when there is no consensus on an issue, and drive the meeting on a resolution, breaking a large problem into sub-problems and picking them off one by one, bringing parties to the same side of a table to look at an issue together rather than across the table at each other, etc.

With in association groups, burn out happens because most teams try to solve the same problems over and over again. This is frustrating and a time waster. Master Connection Associates will introduce a process to tackle the tough challenges of conflict resolution by learning to take on the toughest challenges first. Individuals will learn and practice how to resolve issues by:

1. Stating the issue
2. Explaining the significance of the issue
3. Presenting the ideal outcome
4. Presenting relevant history
5. What has worked in the past to solve similar problems
6. What has not worked in the past
7. The help needed from the group

We will teach the group to facilitate team issue discussions to improve the quality of conversations which will result in better solutions.

iv.) Driving to Conclusions

How to prevent endless, circular discussion and progress the meeting to reaching a common view on how to move forward on an issue, getting consensus on how to approach a problem, getting the group to identify a mutually acceptable result, etc.

The result of all exercises will bring us to a point that will drive conclusions. We will design role plays, discussions and exercises around finalizing issues for conclusions.

v.) Implementing the OMA Process' Decision-Making Rules

OMA will provide detailed information and guidance on the OMA Process and how its decision-making rules are defined. This part of the Process needs to be presented. The OMA decision-making covers how to make decisions in face-to-face meetings and electronic meetings (e.g. e-mail, internet), handling objections, ensuring objections are sustained etc.

Master Connection Associates specializes in presenting material in an energetic and fun manner. We will facilitate lectures, exercises and role plays to reinforce OMA's decision making process. This will create commitment for face-to-face meetings, e-meetings, video-conferencing meetings, etc.

WORKSHOP FORMAT

- Workshop format will consist of short lectures, small group exercises, class discussions, preparation of pre-work assignment, and participant presentations.

COURSE EXPECTATIONS

This workshop format will require participants will:

- have an interest in and a desire to understand how you can make changes to improve the efficiency of your Working Groups as a leader, an Officer
- possess the ability to interact, share, be open and honest
- have a willingness to engage in the development of critical thinking skills
- entertain an active mindset and a willingness to roll upyour sleeves and try new techniques to in order to get to new outcomes

In addition to the two-day workshop in the classroom, participants are expected to complete the following pre-work assignment:

COURSE OBJECTIVES

1. Understand how adults learn from each other and gain new skills
2. Improve existing communication skills needed in meeting management
3. Achieve recognition for improved skills and/or knowledge
4. Create a team agreement on how OMA meetings will work in the future
5. Strengthen the ability to stay on task
6. Create time lines and agendas that the team will agree to

Workshop materials and PowerPoint Presentation will be made available during the session by the MCA facilitator.

Assignment for Workshop:

- Complete the attached pre-work assignment and bring it with you to the workshop

HOW TO CONTACT MASTER CONNECTION ASSOCIATES (MCA):

Gina Jens
(949) 589-6137 (Office)
ginajens@masterconnection.com
www.masterconnection.com

BEHAVIORAL STYLE QUESTIONNAIRE

This assessment is a behavioral style review, not a personality test. You will have an opportunity to learn how others communicate by understanding your behavior style. If you have any questions about the assessment, you may contact Gina Jens at Master Connection Associates at ginajens@masterconnection.com or call at 949-589-6137.

Instructions: In the blank spaces to the right of each sentence, fill in the numbers 4, 3, 2, or 1, according to which ending is most like you, (4) or least like you, (1) in a work setting. DO NOT USE 4, 3, 2, OR 1 MORE THAN ONCE on any question. Make sure that there is a number in each of the four spaces. There should be no blanks. If the statements have two or more endings that seem equally like you, or are not like you at all, please rank them, though it may be difficult. Rank each sentence with the appropriate number:

4=most 3=often 2=somewhat 1=rarely

1. At my best, people describe me as:

A. Forceful, self confident, and action oriented
B. Communicative, stimulating, and dynamic
C. Helpful, attentive, and flexible
D. Thorough, patient, and hard working

___ A ___ B ___ C ___ D

2. I can always be counted on to:

A. Take the initiative and get things done
B. Push for more dialogue
C. Work to make everyone happy
D. Come up with several alternatives to a problem

___ A ___ B ___ C ___ D

3. I am most apt to treat others in:

A. An active, self-controlled, and self-confident manner
B. An open, enthusiastic, and warm manner
C. A cordial, friendly, and social manner
D. A reserved, careful, and orderly way

___ A ___ B ___ C ___ D

4. Regarding risk-taking, I tend to:

A. Be quick to take a chance
B. Get excited about the challenge and do it
C. Shy away from major change
D. Act only after I have thoroughly thought it out

___ A ___ B ___ C ___ D

5. When relating to others, I'm most likely to be:

A. Quick to determine what needs to be done and organize others to carry it out
B. Collaborative, open and confiding
C. Curious to know about them and how I can get to know them better
D. Organized, practical, and steadfast

___ A ___ B ___ C ___ D

6. When under pressure, I tend to:

A. Become impatient and tough minded
B. Become argumentative and non-decisive
C. Become fearful and overwhelmed
D. Become inflexible and tense

___ A ___ B ___ C ___ D

7. I impress others as:

A. A determined, decisive, and independent person
B. A person who knows what he/she thinks and wants
C. A flexible person who could fit in with almost anyone
D. A dependable person who deals with others in a careful way

___ A ___ B ___ C ___ D

8. At times I can be:

A. Aggressive, impatient, and conceited
B. Impractical, changeable, and opinionated
C. Childish, dependent, and passive
D. Cool, critical, and stubborn

___ A ___ B ___ C ___ D

9. I feel best about myself when I:

A. See an opportunity to take charge and go after it
B. Express my feelings, ideas, and opinions openly
C. Am able to relate and fit in with all kinds of people
D. Can identify a problem, analyze it, and find a good solution

___ A ___ B ___ C ___ D

10. When relating to others, I tend to:

A. Enjoy getting right down to business
B. Engage in a conversation with a lot of give and take
C. Socialize and get to know people personally
D. Be fairly reserved and enjoy one on one relationships

___ A ___ B ___ C ___ D

11. I make others feel:

A. Confident in my ability to lead them
B. Stimulated and at ease about sharing ideas and feelings
C. Appreciated and comfortable
D. Fairly treated and appreciative of my consideration

___ A ___ B ___ C ___ D

12. I feel that I can best win people over by being:

A. Persuasive and forceful
B. Creative and entertaining
C. Attentive and empathetic
D. Practical and patient

___ A ___ B ___ C ___ D

13. Sometimes I impress others as:

A. Being a “hard negotiator” who tries to be a winner
B. Day dreamer
C. Hard to pin down
D. Very detail oriented

___ A ___ B ___ C ___ D

14. If I don't get what I want from another I tend to:

A. Use whatever power I have to make them do it my way
B. Press my case and win them over with imaginative arguments
C. Laugh it off and let the matter drop
D. Shrug my shoulders and find another way to get what I want

___ A ___ B ___ C ___ D

15. I find it most satisfying when others see me as:

A. A person who is focused on productivity and efficiency
B. An approachable and collaborative person
C. A person who is sincere and warm
D. A person who is practical and industrious

___ A ___ B ___ C ___ D

16. In the face of failure I feel it is best to:

A. Fight for my position and take what belongs to me
B. Change my focus to something equally as exciting
C. Keep up a front and make the best of it
D. Figure out how to do it better the next time

___ A ___ B ___ C ___ D

17. In a disagreement with someone, I gain more by:

A. Stating my position forcefully
B. Encouraging open dialogue and being persuasive
C. Being open-minded and adaptable when necessary
D. Remaining calm, consistent, and standing my ground

___ A ___ B ___ C ___ D

18. I am fearful that at times others may see me as:

A. Aggressive and domineering
B. Opinionated and unrealistic
C. Superficial and non-decisive
D. Unfeeling and stubborn

___ A ___ B ___ C ___ D

19. I feel the best way to get ahead in the world is to:

A. Set your goals and let nothing stop you
B. Envision what you want and inspire others to share in that "vision"
C. Develop a personality that attracts others
D. Be persistent and build on what you have

___ A ___ B ___ C ___ D

20. In relating to others, sometimes I may:

A. Become aggressive and take advantage of them
B. Focus on how people can help me and ignore their goals
C. Become too friendly and find myself in the middle of their problems
D. Become suspicious and treat them coldly

___ A ___ B ___ C ___ D

21. When a person doesn't follow through, I'm apt to:

A. Get angry and demand the work be completed immediately
B. Be frustrated and let them know that they let me down
C. Ask them about it nicely and offer assistance
D. Ask them for a set time and commitment to finish it

___ A ___ B ___ C ___ D

22. In solving a problem when working with a difficult person, I:

A. Challenge them and get around him/her as best as I can, or use my power to make the decision
B. Try to find a solution that will excite both of us
C. Change myself to make the relationship more harmonious
D. Decide for myself what is best and work around them

___ A ___ B ___ C ___ D

23. At times I may make others feel:

A. Taken advantage of and ignored
B. Manipulated and abandoned
C. Impatient and condescending toward me
D. Ignored and discounted

___ A ___ B ___ C ___ D

24. When another person confronts me, I tend to:

A. Become authoritative and point out where they have erred
B. Try to convince them of the "rightness" of my position
C. Back off and feel badly
D. Listen for details and refute if possible

___ ___ ___ ___
A B C D

25. I feel that in the final analysis, it's better to:

A. Stick to my decision rather than back off and get nothing
B. Keep trying to find a creative, mutually satisfying solution
C. Compromise and go along with the other person
D. "Hang on" as long as I can, rather than give up what I have

___ ___ ___ ___
A B C D

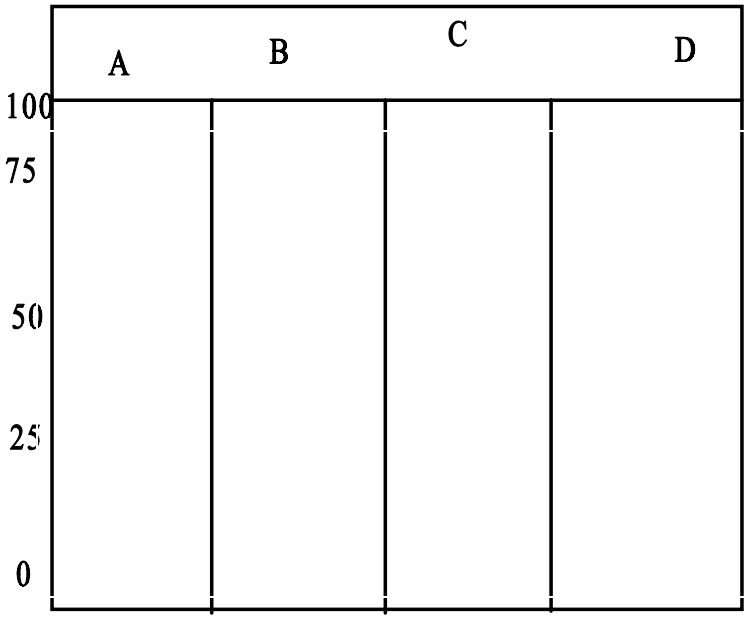
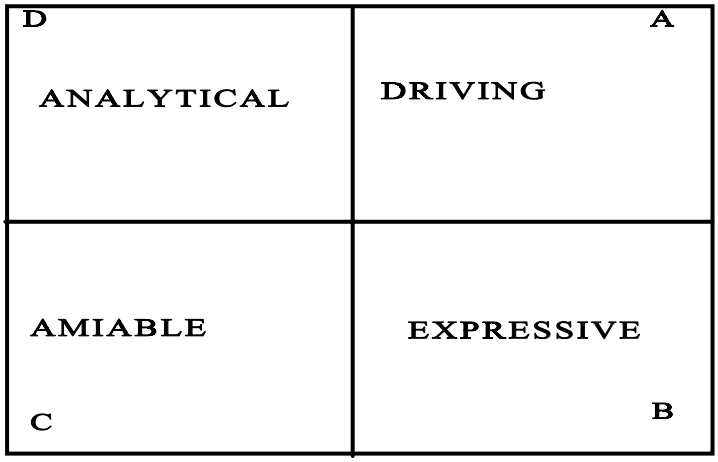
TOTALS

___ ___ ___ ___
A B C D

TO SCORE: Starting with question 1, add the numbers that you have assigned to each letter and enter the totals in the appropriate space in the TOTAL area. For example: Add up all of the numbers in the "A" spaces and enter the total in the A space above. Continue until you have totals for A, B, C, and D, entered above. The total of all four letters should be 250. Please do not share the results of the assessment until you arrive to the workshop and are instructed by the MCA facilitator.

SCORING YOUR PROFILE

1. Plot the totals of each letter on the graphic below. This will give you a graphic representation of your personal style profile.



2. Place the rank for each letter in each of the squares on the chart below to find your strongest style attributes.