



CHANGE



What do you get when you hire Chris Clarke-Epstein, CSP as a facilitator?

Groups need facilitators who can help them understand how well they are working together and guide them to focus on process as well as task. Effective facilitators must have an understanding of group dynamics that alerts them to the underlying currents that often make or break the success of a team. Chris Clarke-Epstein has proven her ability to work insightfully with diverse groups including senior management teams, front line customer service representatives and blue collar factory workers. Her success is based on over 25 years of hands-on experience and hundreds of hours of research centered on advising groups as they become cohesive teams.

Facilitators can only measure their outcomes in terms of the progress made by the groups they work with. Groups make progress both on task and process when they learn to capitalize on the strengths of all their members. Chris has developed the expertise to assist groups with the issues that inevitably arise as they understand the need to include the diverse viewpoints and experiences of each of their team members. Along with the agreed upon session content, she adds and teaches skills in critical areas such as personality profiling, understanding the dynamics of change, dealing with conflict and building real consensus. Chris understands that the facilitator's most important role is to make the need for these services obsolete.

Working with you, Chris will develop a program especially designed to meet your needs. A series of phone interviews with your key people, an on-site visit if possible, and/or a written survey are some of the pre-session activities that she uses to discover your objectives and organizational history. Based on this information, sound learning theory, real-world work experience and over 25 years of training and speaking experience, Chris will prepare your session from handouts to audio-visuals. All this attention to detail guarantees that when your program is over and participants return to work, the ideas, learning and excitement will go with them.

And there's a bonus. Chris Clarke-Epstein understands how adults learn. She knows that when a facilitator establishes rapport quickly, packages information creatively and delivers material enthusiastically, learners respond positively. Chris' sessions are always a blend of high content, purposeful activities, interaction and fun!

