As a facilitator, you play an important role in the success of every program you facilitate. It is each participant’s responsibility to listen to the lessons, read the text, complete the Application and Action and Plan of Action exercises, complete the Participant Feedback forms, attend the conferences, and make a conscious effort to apply the lesson material to their goals for the program. However, you can make the program much more meaningful by encouraging everyone’s participation, by making the conferences fun and lively, and by leading discussions that focuses on their goals for the program, maximizes the application of ideas, and keeps the program on track.

The primary purpose of facilitating an LMI® program is to help every client achieve measurable results toward their goals. As the program facilitator, you are the catalyst that leads to participant satisfaction and program results which can be measured in dollars earned or saved, greater productivity or effectiveness, and achievement of the companies’ goals and those of the participant.

This Facilitation Certification Manual will help you conduct the program in a professional manner. You are encouraged to complete and thoroughly study the program you will be facilitating. You need to stay at least one week ahead of the participants with your lesson plan.

- **HOW THE PROGRAM WORKS**

Understanding how an LMI program works is an instrumental part of the facilitation process. All LMI programs use the following principles to produce results:

1. **Convenience**

   All lesson material is written and recorded for portability and ease of use. Recorded lessons can be listened to as you commute, as you dress or prepare for work in the morning,
as you relax at home, as you work out at the gym, or at a time you reserve at the office. In other words, listen at any time when your hands are busy but your mind is not. Consequently, the full benefits of the program may be enjoyed with the investment of a minimum amount of study time.

2. Spaced Repetition

The second effective learning technique employed in the program is spaced repetition – the learning technique that gives you a head start in establishing effective habits.

To drastically improve the retention rate of the information and excel in the application of the lesson material, you should do the following:

- Listen to each lesson a minimum of six times, preferably once a day for six days
- Read the lesson text at least twice as you listen, taking time to highlight or underline ideas that have special meaning
- Write in the Notes column additional ideas that you believe are important to your work situation

3. Multisensory Perception

Each of the five senses performs a specialized function in providing knowledge and understanding of the world. Although all five senses are important, the majority of our knowledge comes through sight and hearing. LMI programs make use of the visual sense through a printed text and involves hearing through the recorded material.

A third sense – that of touch – is brought into play through the use of writing as you respond to the various action steps suggested at the end of each lesson, and as you note in the Lesson Manual the ideas that occur to you as you read or listen.

When you involve several of the senses in the learning process, you increase the amount of knowledge you retain and have available for use.

4. Association

LMI programs use of association, or contextual learning,
comes from evaluating the program’s information as it relates to a person’s work situation and their goals. It is important to create context by reading through each personal and business goal, looking at the goal for the week, and saying your affirmations as you look at your visualizations. Do this before you listen to your audio each day, and contextual learning will begin to take effect.

This association makes the material more meaningful as well as relative. It also is more motivating when what you are implementing directly affects your everyday challenges and produces positive results.

5. Application

Ancient wisdom says, “If you do what you’ve always done, you’ll get what you’ve always gotten.” This means that if you want to improve your life in any way, you must do something different, such as change your behavior. It also suggests that you can take control and, by changing your behavior, direct yourself toward the goals and objectives that are important to you.

During the program, the participant will be asked to perform several action-oriented exercises that will call them to stretch, reach, and grow. Some of these may be uncomfortable at first, but after they become familiar with these exercises and turn them into habits, they will discover that they are accomplishing more in less time.

6. Triangle of Communication

One of the unique features of the LMI process is the implementation of the **Triangle of Communication**. This involves key individuals in the development process over the entire series of conferences. We will be covering the **Triangle of Communication** in more depth in Lesson Three.

What a person accomplishes in life is in direct proportion to the effort they put into it. LMI programs work the same way, what a person gets out of them is in direct proportion to what they put into them. It is the responsibility of the facilitator to make the participants feel comfortable and help them use the techniques designed by LMI to produce results and a return on their investment.

Two reference forms can be found at the end of this lesson. Form **Facilitating Change** on page 7, shows the process used by the
LMI program. The LMI Facilitation Process, found on page 9, steps through the activities and actions associated with the LMI Facilitation process.
APPLICATION AND ACTION

Topics are provided here to stimulate thought and application of the material in this lesson. With your particular situation in mind, write your responses in the space provided. Discuss specific ideas with your team and/or your LMI® coach/mentor.

1. As a facilitator you play an important role in the success of every program you facilitate. What is the primary purpose of facilitating an LMI program?

   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

2. You are encouraged to complete and thoroughly study the program you will be facilitating. What program will you be facilitating and when will you complete your program?

   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

Where will you display your graduation certificate?

   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
Facilitating Change

1. **Participants Enter the Change Process**
2. **Identify Performance Issues**
3. **Determine Current Level of Performance**
4. **Calculate Performance Gap**
5. **Develop a Dynamic Plan of Action**
6. **Identify Critical Success Factors**
7. **Determine Method of Tracking Results**
8. **Implement Step-By-Step Change**
9. **Integrate Behavior Changes into Daily Productivity**
10. **Measure Progress as it Occurs**
11. **Measure Results Achieved**
12. **Document Return on Investment**
13. **Identify Additional Areas for Continuing Improvement**
14. **Ask for resales and referrals at every opportunity**
<table>
<thead>
<tr>
<th>Pre-Conference Preparation</th>
<th>Kickoff Conference</th>
<th>Goals Workshop</th>
<th>Lessons 1 to 3</th>
<th>Mid-Course Review with EDM &amp; Manager/Mentors</th>
<th>Lessons 4 and 5</th>
<th>Lesson 6</th>
<th>Post-Course Review with EDM &amp; Manager/Mentors</th>
</tr>
</thead>
<tbody>
<tr>
<td>With EDM:</td>
<td>4 HOURS</td>
<td>2.5 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>1. Welcome &amp; Ice Breaker</td>
</tr>
<tr>
<td>5. Mentor Agreement Form</td>
<td>Separate MCR Session with Participants</td>
<td>Separate MCR Session with Participants</td>
<td>Separate MCR Session with Participants</td>
<td>Separate MCR Session with Participants</td>
<td>Separate MCR Session with Participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td>2 HOURS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Optional)</td>
<td>(Optional)</td>
<td>(Optional)</td>
<td>(Optional)</td>
<td>(Optional)</td>
<td>(Optional)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**LMI Facilitation Process**

**Effective Personal Productivity® (EPP-6); Achiever® or PES® Assessment; My-Tyme® Success Planner + 12-Month Starter Set**

---

**Pre-Conference Preparation**

**With EDM:**

1. Review Management Goals and Desired Results
2. Confirm Participants, Mentors, Dates, Times, and Options
3. Explain Win/Win Agreement
4. Explain Triangle of Communication
5. Share Total Leader® Concept
6. Set Mid and Post-Course Review Meetings

**By Facilitator:**

1. Send Welcome Letter to Participants w/ Pre-work
2. Send Welcome Letter to Mentors w/ Pre-Work

**With Mentor:**

1. Role of Mentor
2. Triangle of Communication
3. Win/Win Agreement
4. Introduction to Achiever / PES
5. Mentor Agreement Form

---

**Kickoff Conference**

4 HOURS

1. Welcome & Ice Breakers
2. LMI Concept: Motivation, Attitude Change & Conditioning
3. LMI Assessment Workshop
4. My-Tyme Workshop
5. EPP Lesson Introduction
6. Complete Participant Profiles & Agreements
7. Review Assignments for Goals Workshop & Introduce Win/Win Agreement
8. LMI Concept Successful People & Slight Edge
9. Closing Power Thoughts

---

**Goals Workshop**

2.5 HOURS

1. Welcome & Ice Breaker
2. Assignment Review & Feedback
4. Draft Goal Planning System Forms on Win/Win Goals
5. Review Assignments for Lessons One and Set Action Steps toward Goals
6. Closing Power Thought

---

**Lessons 1 to 3**

2 HOURS

1. Welcome & Ice Breaker
2. Application and Action
3. Listen and Read
4. Most Valuable Idea
5. Action Steps towards Goals
6. Minutes Redirected
7. Plan of Action Exercises
8. My-Tyme Planner Review
9. Additional Results
10. Contract Score
11. Next Lesson Preview
12. Action Steps towards Goals
13. Closing Power Thought
14. Complete Mid-Course Review

---

**Mid-Course Review with EDM & Manager/Mentors**

2 HOURS

1. Review Progress of Win/Win Goals
2. Share & Discuss Participant MCR/Mid-Term Evaluation Results
3. Share Participant’s Feedback Sheets Performance
4. Determine any Adjustments Needed
5. Plan Next Group or Next Step

---

**Separate MCR Session with Participants**

2 HOURS (Optional)

---

**Lessons 4 and 5**

2 HOURS

1. Welcome & Ice Breaker
2. Application and Action
3. Listen and Read
4. Most Valuable Idea
5. Action Steps towards Goals
6. Minutes Redirected
7. Plan of Action Exercises
8. My-Tyme Planner Review
9. Additional Results
10. Contract Score
11. Next Lesson Preview
12. Action Steps towards Goals
13. Closing Power Thought

---

**Lesson 6**

2 HOURS

1. Welcome & Ice Breaker
2. Application and Action
3. Listen and Read
4. Most Valuable Idea
5. Action Steps towards Goals
6. Minutes Redirected
7. Plan of Action Exercises
8. My-Tyme Planner Review
9. Additional Results
10. Contract Score

---

**Post-Course Review with EDM & Manager/Mentors**

1. Review Goals Accomplished
2. Review Productivity Improvement & ROI
3. Identify Resale Opportunities (Next Step)
4. Obtain Referrals
5. Ask for Letter of Recommendation
6. Plan Follow-ups/Reinforcement Sessions & Schedule Next Appointment

---

**Separate Graduation**

1-2 Hours (Optional)

1. Presentation of Win/Win Goals and Testimonial Letters
2. Distribute Framed Certificates
3. Group Pictures
5. Closing Power Thought

---

**Reinforcement Sessions**

1 HOUR

1. 30 Days
2. 90 Days
3. 6 Months

---

**Copyright © ALL RIGHTS RESERVED Leadership Management® International, Inc.**