

## ***Naperville Sun***

### **'Facilitate Like a Pro' at training session**

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You've heard that speaking in front of people is the No. 1 fear in the world. Many of you are thinking, "I don't want to be a speaker, so that doesn't affect me."

Ah, but maybe it does! Are you president or chair of an organization and have to lead a meeting? Do you sell a product or service and decide to stand up (height is power) to make your presentation to the three people in the room? Are you conducting a strategic planning session for your church, synagogue or mosque and want to maintain control of the agenda?

The Naperville Area Chamber of Commerce is coming to your rescue with a complimentary training session, "Facilitate Like a Pro," taking place Sept. 26. The training session will go from 7:30 to 9:30 a.m. at the chamber offices on the third floor of the Main Street Promenade in downtown Naperville.

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The program is designed for novices or seasoned professionals who want to sharpen their facilitation skills. A number of topics will be covered in the session, including how to lead with confidence and decorum to maintain control; tips on adding "life" to a boring meeting; how to deal with different behaviors, i.e., the "bored one," the "know-it-all," etc.; and a review of how body language tells you about your audience.

You'll walk away knowing how to establish your "presence" in front of the room, leverage techniques that appeal to a variety of behavioral styles, engage your audience for a memorable experience, and prepare for participants' unexpected reactions.

Joining me as co-presenter will be Pat Price, president of The Price Group. Pat is a professional speaker, as well as a marketing consultant for small business. Pat and I are members of the National Speakers Association and have taught these skills nationwide.

This program is the second installment of the series, "Read and Reach Your Audiences With Ease," sponsored by the Naperville Area Chamber of Commerce's Speakers Bureau.

The bureau includes professional speakers who cover a variety of topics, including business development, communications skills, health and wellness, sales and marketing, and more. The first hour of services is available at no charge for businesses and organizations requesting speakers.

For information, to find the speaker that's right for you or to register for the session on Sept. 26, contact Lisa Livingston at 630-355-4141, Ext. 3365, or visit the chamber's Web site at [www.naperville.net](http://www.naperville.net).

*Lillian Bjorseth is a people-skills speaker, trainer, coach and prolific author who has helped tens of thousands of people nationwide build better relationships. She's been a member of the Naperville Area Chamber of Commerce for 17 years. Lillian can be reached at [lillianspeaks@duoforce.com](mailto:lillianspeaks@duoforce.com).*