

# Facilitators' Exchange      Volume 1 Winter

Your quarterly guide to Facilitators and Facilitation Across the Corps



Army Facilities Components Workshop 2013



**Webinar Wisdom:** Quarterly webinars on facilitation topics.

Facilitators will present a 30-minute snapshot of a facilitated session, tool or technique. Then, we will have 30

minutes for Q&A and an opportunity to ask general facilitation questions of peers/Gurus for their input. We will start informally and then decide whether or not we need to use a themed topic for the online conversations. Live answers will be provided unless the group befuddles the Gurus. In that case, the Gurus will do their homework and share the learning point via the Exchange. Completed webinars will be archived on the Facilitators' Exchange.

So, be thinking of facilitation webinar topics that would interest you and let Julie.B.Marcy@usace.army.mil know so we can plan our first learning session. The webinars will be set at a standard day and time to enhance scheduling.

In the interim, check out a webinar Maria Placht of the Corps' Conflict Resolution and Public Participation Center of Expertise hosted on virtual facilitation. You may access it at the center's Sharepoint site at <https://cops.usace.army.mil/sites/ CPP/Shared%20Documents/Forms/AllItems.aspx> in the Past Webinars Folder.

Welcome to the first issue of the Facilitators' Exchange newsletter, your guide to all things facilitation related within the U.S. Army Corps of Engineers. The newsletter supports our Exchange at <http://corpslakes.usace.army.mil/employees/facilitator/facilitator.cfm>. Exchange web pages contain relevant information and our distribution list was pre-populated with individuals who are listed in the Corps Find a Facilitator Database, or those who attended a 2-day Fundamentals of Facilitation and Conflict Resolution training course. Additional interested individuals that you know of may subscribe to the exchange on the web page. The Exchange is sponsored by Ms. Ada Benavides of the Civil Works Directorate.

The newsletter is intended to share information on facilitation webinars, capture brief case studies, describe process tools and facilitation resources, provide notice of training opportunities, and focus on key facilitators or professional facilitation organizations.



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**Case Clip:** Brief exploration of a facilitated session case study.

**Process Prompt:** A facilitation process, tool or technique.

### Ecosystem Goods & Services Workshop-

Although Corps projects typically discuss value achieved by reducing flood risk, building navigation projects or providing water supply, it can be more challenging to capture benefits from ecosystems such as providing seafood and timber, water purification, pollination, or nutrient recycling. A workshop conducted in 2012 with Corps representatives and scientists from other agencies, academia and non-governmental entities examined this challenge and sought ways to incorporate EGS into the Corps Planning Program.

The 25 participants (a few virtual), were **divided into 3 teams**—Economic Factors, Ecological Factors and Watershed Level Decision Making. All participants were given **status updates/ overviews** before going into **breakout sessions**. A **lead facilitator** worked with **team lead facilitators** in the breakouts. Each team lead was provided with **facilitation instructions and worksheets** to guide the discussion.

**Team sessions** were interspersed with **periodic report outs using standardized reporting elements**. Information gained was incorporated into an EGS Principles and Best Practices report. Related information may be found at: <http://www.iwr.usace.army.mil/docs/projectfacts/EnvironmentalServices2012.pdf>. POC—Julie.B.Marcy@usace.army.mil.

*Process tools shown in **bold**.*

**World Café** is a technique described in the book “The World Café” by Juanita Brown and David Isaacs. See <http://www.theworldcafe.com/method.html>. There are many variations of the technique, but here are some essential elements when working with breakout groups.



Each group captures their thoughts/input on the topic at hand on paper charts posted on the wall. Depending on the complexity of the topic, a group “host” may be selected who is familiar with the information captured who stays at the table. After a set work interval, the breakout groups are asked to rotate to the other groups to review their work. Blank sheets of paper are posted for their constructive comments and a host may be asked questions of clarification. Comments may be general or focused around a specific question.



Ecosystem Goods & Services Workshop, 2012

Typically, groups will spend about 15-20 minutes at each group location and the groups are staggered to avoid overlap. The original teams then reassemble to process the comments received. After processing, all teams report out on how they incorporated the comments/their final version.

Example Application—3 teams are asked to propose a key strategic initiative—what it is, why proposed/value, and resources (estimated time, funding, people, specialized equipment) required. When the teams rotate to review each other’s work, resulting comments might be: person X has worked on this-good resource, does this conflict with policy Y?, please include the time required to achieve Z.

**Proficiency Pick:** Highlight an upcoming training opportunity, conference or request for facilitators.

**International Association of Facilitators (IAF) North American Conference**— This conference will be held 5-8 June 2013 in Orlando, FL. The conference includes 2 days of available pre-training courses on subjects like Facilitation Basics, Chaos to Collaboration and Tools for Facilitating Organizational Change. The 2 conference days contain mini-training sessions (very little plenary) on topics such as Facilitating Dialog, Building Trust, Bringing Citizens Voices to the Table, and Guiding Geeks. See <http://www.iafna-conference.org>.



**Relevant Resource:** Discuss a book, article, website or other reference of interest.

**The IAF Handbook of Group Facilitation**—This 664-page book is a good primer on many aspects of group facilitation to include: building trust and improving communication, working with multi-cultural groups, and assessing group decision processes. It is edited by Sandy Schuman, published by Jossey-Bass, ISBN 0-7879-7160-X, and is available from several sources.



**The USACE Federal Support Toolbox for Integrated Water Resources**—Website is now available at [www.watertoolbox.us](http://www.watertoolbox.us). It has tremendous resources for water planning tools, outreach, education and more.

**Fellow Facilitators:** Provides an overview of a facilitation community like a professional organization or showcases a Corps facilitator. Photos from your facilitated sessions are also welcome.

**International Association of Facilitators**—In keeping with the topics above, let's take a look at a professional facilitation organization, IAF. IAF is a global organization and resource for facilitators. Some information is available on the public site and other information is available to members only. They offer conferences, opportunities to participate in national and global events, tools and resources, a listing of vendors who sell facilitation-related products, a peer-reviewed journal, and the opportunity to become professionally certified for those who plan to do a lot of facilitation. See <http://www.iaf-world.org>.

**Get Involved**—Now that you have seen the type of Information exchange intended for the newsletter, let me know of stories and examples you would like to contribute or see covered.  
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