

Facilitators Exchange

Your quarterly guide to Facilitators and Facilitation in USACE

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Welcome to the 12th issue of the Facilitators' Exchange Newsletter. It is your guide to all things facilitation related within the U.S. Army Corps of Engineers. You may find additional information at the Facilitators' Exchange webpage— <http://corpslakes.usace.army.mil/employees/facilitator/facilitator.cfm> The newsletter is intended to share information on facilitation webinars, case studies, process tools, facilitation resources, training opportunities, USACE facilitators and professional facilitation organizations. The Exchange is sponsored by Ms. Ada Benavides of the Civil Works Directorate.



Upcoming Webinar: 28 January 2016 at 1:00 pm Central

Our next Facilitators' Exchange and Conflict Resolution and Public Participation Center (CPCX) jointly sponsored webinar will be on "Conflict and Conflict Resolution Styles Assessment". The speakers will be Julie Marcy, Andrea Carson and Cynthia Wood. Julie is a Research Biologist and Certified Professional Facilitator at the Engineer Research & Development Center's Environmental Lab (ERDC EL). Andrea is a Stakeholder Engagement Fellow at the Institute of Water Resources (IWR) and CPCX. Cindy is an Environmental Planner at IWR. See the Webinar Presenters section in this newsletter for more information on our speakers.

The session will focus on the origins of conflict, stages of conflict escalation and personal style in responding to conflict. Attendees are asked to complete a personal Conflict Management Styles Assessment in advance of the call. Contact Julie if you did not receive a webinar Outlook invite with the quiz attached. The Call in/ Web In, Access, and Security Codes are: 888-273-3658, 5165285, and 1234. Courtney Chambers, ERDC-EL will assist with hosting. If you have ideas for future webinar topics or speakers, please provide them to Julie.B.Marcy@usace.army.mil.



Christmas at ERDC.



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ERDC

Engineer Research and
Development Center

Exchange and CPCX Webinar Presenters: Julie Marcy, Andrea Carson and Cynthia Woods

Julie is a Research Biologist and Certified Professional Facilitator in the ERDC Environmental Lab. She has over 30 years of facilitation experience and enjoys helping teams at ERDC, USACE and beyond accomplish their goals.

Andrea is an Oak Ridge Institute for Science and Education (ORISE) Stakeholder Engagement Fellow at IWR and CPCX. She focuses on teaching about and providing support for collaborative processes between the Corps and its partners.

Cindy is an Environmental Planner for IWR where she assists the CPCX, the Regulatory Program, and the National NRCS/USACE Partnership. She is a Toastmaster International (ATM) and is certified in the Self Deployment Inventory (SDI) and Myers-Briggs Type Inventory (MBTI).

More information from Andrea.....

Summary of Groups & Topics You've Facilitated:

Facilitated for meetings and workshops related to USACE initiatives such as Watershed Informed Budgeting, Multi-Hazard Tournaments, Watershed Visioning Studies, and Resilience. Contracted facilitation work through USACE such as Environmental Flow Assessment (EFA) workshops for USAID and Workplace Climate focus groups for Department of the Army.

What is an effective facilitation tool for you?:

Recently learned of The Decision Statement that has already proven to be helpful tool that aids groups in coming to a shared understanding of the problem they are trying to solve (in my opinion, a very important but often overlooked step within a decision-making process). A Decision Statement turns a vague task into an affirmative action statement that ties actions to measurable outcomes. The goal of creating the decision statement is to have the group work together to articulate the following: "We (stakeholders) want to do X to achieve Y over time Z and in place W considering B." The crafting of the decision statement not only creates a shared understating of the problem but also sets boundaries on the problem by identifying spatial, temporal, organizational, and legal bounds.



*Julie Marcy,
Andrea Carson,
Cindy Woods*



What advice do you have for new facilitators?:

Seek out any opportunity you can to practice your skills. By co-facilitating or capturing flip chart notes with a more experienced facilitator, you will be able to pick up 'tricks of the trade' and experience different facilitation styles that will only help you to hone your own.



Process Prompt 1:

Rules of Engagement– Five Ways to Engage Your Bored Room: This article from Leadership Strategies offers some tips on making meetings more engaging. These include: brainstorming critical issues at the beginning of a session; using games to test subject knowledge; using “sticky stuff” (post its, dots) to capture ideas and prioritize; using small group activities in addition to plenary sessions; and making the session more personal by having each participant write what they will do in relation to knowledge gained/decisions made. See more at: <http://www.leadstrat.com/blog/the-rules-of-engagement-5-ways-to-engage-your-bored-room/>

Process Prompt 2: Mind Tools discusses Heron’s Six Categories of Intervention (understanding how to help people more effectively). The six categories are grouped into two styles— Authoritative and Facilitative. Authoritative includes Prescriptive, Informative, and Confronting. Facilitative includes Cathartic, Catalytic, and Supportive. The article includes tips for analyzing your personal communication style to see which of these modes may apply to you. For example, if you tend to tell another person what to do, you may be Prescriptive. If you encourage the other person to generate new ideas and options, you may be Catalytic. Using different styles for different individuals or topics can improve the impact and outcome of help you provide. Explore this further at: <https://www.mindtools.com/CommSkill/HeronsCategories.htm>



Relevant Resource:

Deep Shift—Technology Tipping Points and Societal Impact:

Many of us are increasing our use of technology and social media as we interface with attendees at facilitated sessions. This September 2015 report by the World Economic Forum discusses 21 examples of how technology and software are having significant impacts on “human health, the environment, global commerce and international relations”. Results are based on a survey conducted with more than 800 global executives and experts. Respondents indicated impacts of technology and “tipping points” (moments when specific technology hits mainstream society). Tech trends examined (with positive and negative impacts noted) include: Implantable technologies, digital presence, wearable internet, connected home, storage for all, big data for decisions, robotics, 3D printing, and many others. You may view the report at: http://www3.weforum.org/docs/WEF_GAC15_Technological_Tipping_Points_report_2015.pdf





Members of the Interagency Steering Committee on Multi-Media Environmental Modeling met at IWR's Hydrologic Engineering Center in Davis, CA for their annual public meeting.



Proficiency Pick:

Andrea Carson noted that she has found success in creating Decision Statements with facilitated groups. You may learn more about this technique in James Saylor's "Using Consensus Decision Making Workbook" - <http://www.thebusinesscoach.org/USING%20CONSENSUS%20DECISION%20MAKING%20WB.pdf>. The workbook includes Consensus Decision Making Worksheets to help you draft a Decision Statement and related criteria that help define it such as: selection criteria, alternatives, and determining how a decision will be made.



Seth Cohen, IWR, addressing the steering committee for the Collaboration and Public Participation Community of Practice at their first F-to-F meeting in September.

Find A Facilitator

Are you an experienced Corps facilitator? If so, please add yourself to our facilitator database at: <http://corpslakes.usace.army.mil/employees/facilitator/find.cfm>.

Please send your facilitation case studies, photos and newsletter/webinar ideas to Julie.B.Marcy@usace.army.mil.