

# Facilitators Exchange

Your quarterly guide to Facilitators and Facilitation in USACE

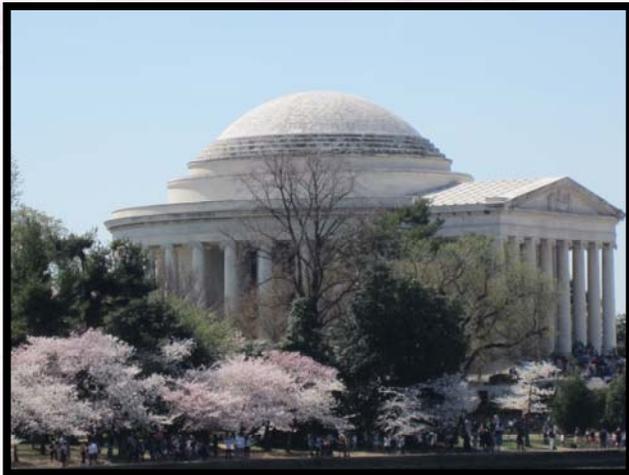
Volume 13 • May 2016

**Welcome** to the 13th 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: 15 June 2016 at 1:00 pm Central

Our next Facilitators' Exchange and Conflict Resolution and Public Participation Center (CPCX) jointly sponsored webinar will be on "Difficult Conversations from Disagreements to Bad News". This is the second in a series of programs on Conflict and Collaborative Problem Solving. The speakers will be Andrea Carson and Cynthia Wood of IWR. Julie Marcy and Courtney Chambers will host. Andrea is a Stakeholder Engagement Fellow at the Institute of Water Resources (IWR) and the CPCX. Cindy is an Environmental Planner at IWR. See the Webinar Presenters section in this newsletter for more information on our speakers. Based loosely on the book "Difficult Conversations: How to Discuss What Matters Most" by Stone, Patton, and Heen, this June webinar will focus on providing phrases and approaches that can be used during the discussions most of us try to avoid in our everyday lives - from the workplace to the homeplace. The Call in/ ATT Web In, Access, and Security Codes are: 888-273-3658, 5165285, and 1234. If you have ideas for future webinar topics or speakers, please provide them to [Julie.B.Marcy@usace.army.mil](mailto:Julie.B.Marcy@usace.army.mil).



*Cherry Blossoms in DC March 2016*



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## Exchange and CPCX Webinar Presenters: Andrea Carson and Cynthia Woods



*Andrea Carson,  
Cindy Woods*

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 facilitation information from Andrea may be found in Volume 12.*



### **I Knew It....Chocolate is Good for Your Brain:**

Now, here is something guaranteed to help ease conflict. In the article, “The Magical Thing Chocolate Does to Your Brain” Roberto A. Ferdman discusses recent studies on the effects of chocolate. Georgina Crichton, a nutrition researcher at the University of South Australia led an analysis of multiple studies. Findings included that “people who eat chocolate at least once a week tend to perform better cognitively”. They also had “superior visual-spatial memory (organization), working memory, scanning and tracking, and abstract reasoning”. Cocoa flavanols and methylxanthines found in chocolate are believed to be associated with this improved performance. A future study may compare dark and light chocolate effects. So, grab that emergency brain food chocolate for your next facilitated session.



## Process Prompt 1:

**Five Ways to Get Your Presentation to Stand Out:** In this Presentation Expert article by Mike Parkinson, some tips are offered to help your PPT rise above the crowd. He suggests: doing the unexpected, focusing on what is unique and beneficial, making it easy, keeping it simple, and proving it. For example, you could add interactivity; use a succinct audience cheat sheet with key points; communicate what information is special in your presentation; make bullets/charts simple and using detailed backups as needed; and include testimonials or factoids that support key points. See more at: <http://www.presentationxpert.com/5-ways-to-get-your-presentation-to-stand-out>.



**Process Prompt 2: Resilience Assessment from Mind Tools:** Mind Tools discusses resilience which is our ability to bounce back when things do not go as planned. Some of us find this easier to do than others. A resilience self-assessment test is offered based on 4 factors of resilience: Confidence, Social Support, Adaptability and Purposefulness. Check it out to see what your personal resilience level is and you may want to consider using it with some project development teams. <https://www.mindtools.com/pages/article/resilience-quiz.htm>.



## Relevant Resource:

**Hofstede's 6 Dimensions of Culture:** Psychologist Dr. Geert Hofstede developed a cultural dimensions model after studying people in over 50 countries. It contains 6 dimensions: Power Distance Index (PDI—high versus low), Individualism versus Collectivism (IDV), Masculinity versus Femininity (MAS), Uncertainty Avoidance Index (UAI high versus low), Pragmatic versus Normative (PRA), and Indulgence versus Restraint (IVR). He then scored each country from 0-100 on each of these dimensions.

He deemed Malaysia as a high PDI scoring country where individuals like to be guided in a task. Panama and Guatemala were low IDV scoring countries where citizens like to feel they are a part of a larger community group. Japan had the highest gap between men's and women's values with a score of 95, and Sweden had the lowest at 5. Greece was the high scoring country for UAI by a tendency to avoid uncertainty and risk. The US had a normative score for PRA in that values and rights are emphasized. Russia was a low scoring country for IVR in that citizens tend to restrain themselves.

If you facilitate groups from different countries/cultures, you may want to read more at: [https://www.mindtools.com/pages/article/newLDR\\_66.htm](https://www.mindtools.com/pages/article/newLDR_66.htm)



*Members of various branches of the Army and key partners work to design Army Installations for 2035.*



## Proficiency Pick:

### **CAM Scanner App to Capture Charts:**

A facilitation colleague from the National Oceanic and Atmospheric Administration (NOAA) shared a great smartphone app with me. It is called CAM Scanner. He uses it to take photos of his facilitation paper charts since it allows for rapid editing and organization of them, along with pdf conversion. You should be able to find it in your smartphone app store (free and premium versions are available) and more information may be found at:

<https://www.camscanner.com/>.



*Scientists and engineers from USACE/ERDC and NOAA identify collaborative Natural and Nature-Based design projects.*

## 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](mailto:Julie.B.Marcy@usace.army.mil).**