

Facilitators Exchange

Your quarterly guide to Facilitators and Facilitation in USACE

Volume 14 • October 2016

Welcome to the 14th 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 the Civil Works Directorate.



Upcoming Webinar: 16 November 2016 at 1:00 pm Central

Our next Facilitators' Exchange and Conflict Resolution and Public Participation Center (CPCX) jointly sponsored webinar will be on "Secrets to Successful Charettes". The speakers will be Lynn Greer, Outreach Program Specialist in the Buffalo District and Hunter Merritt, a Study Manager for the Sacramento District. This is the second in a series of programs on Conflict and Collaborative Problem Solving. The speakers will Lynn and Hunter will discuss the evolution of charrettes in the Corps and share some of their best practices. The Call in/ATT Web In, Access, and Security Codes are: 888-273-3658, 2069467, and 4321. If you have ideas for future webinar topics or speakers, please provide them to Julie.B.Marcy@usace.army.mil.



Lake Sonoma Marina, CA, in September

*Happy International Facilitation Week!!
17-23 October, 2016 See international events at:
<https://www.iaf-world.org/site/events/ifw>*



California coastline near San Francisco



**US Army Corps
of Engineers®**

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Exchange and CPCX Webinar Presenter: John Bickerman—Mediation is a Process, Not an Event!



John Bickerman

In case you missed it.... We conducted a webinar on 18 October with John Bickerman of Bickerman Dispute Resolution in Washington, DC. John is an internationally recognized neutral, specializing in complex, multi-party disputes. In the last twenty years, he logged over 25,000 hours and resolved more than three billion dollars in claims in more than thirty-five states. John's experience working with the Corps includes: several highly visible water rights cases, including *Wisconsin v. Illinois*, a Supreme Court case, and another dispute involving Lake Lanier and the Town of Smyrna in Georgia. Most recently, he single-handedly mediated negotiations between Denver and the West Slope of Colorado that resulted in the Colorado River Cooperative Agreement. In the session, John covered topics such as: knowing when a mediator is needed, preparing for a mediation, the mediation process, and best practices (nuts and bolts). Watch for the recorded webinar, pdf of PPT and script at our learning session archives at: <http://corpslakes.usace.army.mil/employees/facilitator/exchange.cfm?Option=ArchiveSchedule&CoP=facilitator>.

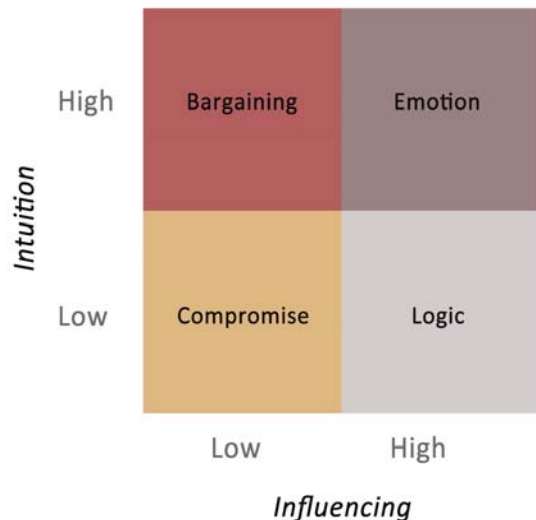


The Persuasion Tools Model

Persuasion Tools Model:

This Mind Tools article discusses the Persuasion Tools Model. The model looks at your influencing and intuition ability to help determine the approach that might work best for you in a negotiation.

Negotiation styles include: Bargaining, Compromise, Emotion and Logic. For example, if you have a low level of intuition but are good at influencing others, Logic might be the best approach for you. Read more at: https://www.mindtools.com/pages/article/newCS_80.htm



www.centerforworklife.com

Process Prompt 1:

How To Survive in a Multi-Generational Workplace: This Mind Tool article discusses 5 generations—Silent, Baby Boomers, Generation X, General Y/Millennials and Generation Z (1995-2015). It includes their core values, work ethic, communication style, feedback and stereotypes. A 2011 study found that “intergenerational cohesion” is one of the top 3 workplace risks. To thrive among a multi-generational staff, the article suggests: establishing respect, being flexible and accommodating, avoiding stereotypes, learning from one another, tailoring your communication style, and recognizing similarities. Read more at: <https://www.mindtools.com/pages/article/multigenerational-workplace.htm>.



Process Prompt 2: The Year of Mobile

Collaboration: A recent study by IDC predicts that by 2020, mobile workers will account for nearly three-quarters of the total US workforce. Predicted trends for having effective collaboration in this environment include: sharing being the default (preferred by Millennials); video being the new voice (video teleconferencing expected to be \$6.4B by 2020); frictionless collaboration and collaboration on a global scale. Read more at: <https://networkingexchangeblog.att.com/enterprise-business/the-year-of-mobile-collaboration-what-to-expect-in-2016/#fbid=heZRPY3V4Y0>



Relevant Resource:

Cognitive Restructuring—Reducing Stress by Changing Your Thinking:

Cognitive restructuring is a useful technique for understanding unhappy feelings and moods, and for challenging the sometimes-wrong "automatic beliefs" that can lie behind them. If you, an attendee in your facilitated meeting or a team experiencing conflict has an immediate, negative response to a statement made, there is a process (with worksheet) that can be used to help assess and change that response. Process steps include: calming yourself, identifying the situation, analyzing your mood, identifying automatic thoughts, finding both objective supporting and contradictory evidence, identifying fair and balanced thoughts, and monitoring your present mood. Finally, reflect on what you could do about the situation. Mind Tools provides a worksheet to use in capturing responses to these steps. Read more at: https://www.mindtools.com/pages/article/newTCS_81.htm

A screenshot of a worksheet titled "Cognitive Restructuring Worksheet" from MindTools. The worksheet is divided into three main sections: Step 1: Identify the Situation, Step 2: Analyze Your Mood, and Step 3: Identify Automatic Thoughts. Each section has a corresponding text box for notes. The MindTools logo is in the top left corner, and a small "Worksheet" icon is in the top right corner. At the bottom, there is a copyright notice for MindTools Ltd. 2006-2015.



Senior staffs from USACE and Bureau of Reclamation meet at Bonneville Dam to work on collaborative projects.



Clever Halloween Horse and Rider

Proficiency Pick:

SMART Planning Feasibility Studies

Interagency Guide: This September 2015 interagency (USACE, USFWS, NOAA-NMFS) report is a guide for interagency collaboration on planning studies. Many Corps planners are aware of this resource, but other disciplines may not be. It discusses SMART planning phases and provides insights for interagency coordination during them with a special emphasis on the feasibility phase. You may download a copy at: http://planning.usace.army.mil/toolbox/library/smart/SmartFeasibility_Guide_highres.pdf.



The Civil Works R&D Steering Committee in a strategy session..

Find A Facilitator

Are you an experienced Corps facilitator? If so, please add yourself to our facilitator database so others may find you 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.