

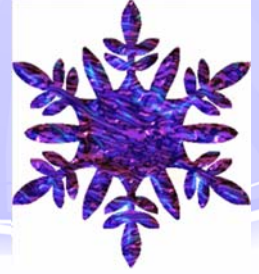
Facilitators Exchange

Your quarterly guide to Facilitators and Facilitation in USACE

Volume 15 • January 2017

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—

<https://corpslakes.erdcdren.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 and the Civil Works Directorate



Upcoming Webinars: 1 February and 7 March 2017 at 1:00 pm Central

Our next Facilitators' Exchange and Collaboration & Public Participation COP jointly sponsored webinar will be "Helping Scared & Angry People Get Information They Needed During the Deepwater Horizon Oil Spill" on 1 February 2017. The speaker will be Ann Weaver, Certified Professional Facilitator and Training Specialist with the NOAA Office for Coastal Management—Gulf Region.

On 7 March, another jointly sponsored webinar will be "Applying Social Science Findings and Visualization Tools to Communicate Risk". The speaker will be Heidi Stiller, NOAA Risk Resilience & Climate Change POC.

The Call in/Web In, Access, and Security Codes for both sessions are: 888-273-3658, 2069467, and 4321. Courtney Chambers, ERDC-EL will assist with hosting. See the Webinar Presenters section in this newsletter for more information on our speakers. If you have ideas for future webinar topics or speakers, please provide them to Julie.B.Marcy@usace.army.mil.

Two Versions of Winter This Year Depending on Where You Live (Very Cold, Very Temperate):



Chris Seufert



**US Army Corps
of Engineers®**

This newsletter is produced at the Engineer Research and Development Center's Environmental Lab. Content is provided for internal educational purposes and should not be construed as an official Department of the Army position, endorsement, policy or decision unless so designated by other official documentation.

ERDC
Engineer Research and
Development Center



Ann Weaver



Heidi Stiller



Exchange and CPCX Webinar Presenters: Ann Weaver and Heidi Stiller

1 February: **Ann Weaver** has been a program and training specialist at NOAA's Office for Coastal Management since July 2004. Her responsibilities include conducting Planning and Facilitating Collaborative Meetings and Facilitation 101 trainings, as well as planning and facilitating meetings and processes for partners. Before coming to the Office, she worked as the Coastal Training Program coordinator at the Guana Tolomato Matanzas National Estuarine Research Reserve, where she coordinated the completion of a market analysis and needs assessment for the program.

7 March: **Heidi Stiller** has been with NOAA since 2001 and has a background in public policy, coastal management and sociology. She is focused on the Gulf of Mexico and Southeast regions, and is based in St. Petersburg. Before joining NOAA, Heidi worked for the North Carolina Division of Emergency Management, and spent three years at the Florida Coastal Management Program. She has been involved in efforts to identify resilience factors, and to provide data and tools to help communities address and communicate coastal inundation risks.

What is an effective facilitation tool for you?:

I love a process agenda that details out each step of the meeting and the amount of time we have to spend on any one topic. Getting to the meeting goal is much easier with a plan. I find the more we plan the meeting, the easier it is to be flexible and adapt to the needs of the group. Ground rules and flip charts are a necessity. I also love tools that get the group up and moving around. I like to get creative and design activities around the objective, tailored specifically to the needs of the group.

What advice do you have for new facilitators?:

Practice staying out of the conversation, managing disruptive behaviors and above all, plan, plan, plan, the meeting! You'll be more confident when you begin if you know exactly what needs to happen. You'll be able to focus on what is happening in the room, listen actively and capture ideas if you are not worried about what you need to do next!

More information from Ann.....

Summary of Groups & Topics You've Facilitated:

Prior to entering the public sector, I facilitated multi-disciplinary teams in the manufacturing industry through a problem solving process to resolve customer issues. I primarily serve the coastal management community focusing on planning, developing visions, strategic planning and logic model development. During the BP oil spill, I led a team that conducted meetings for people whose income was threatened, to allow them access to experts that could answer their questions. Another effort involved developing recommended management actions for the southeast Florida coral reef initiative. The process took 3 years, and was very challenging along the way, as divergent uses of the reefs began to immerge.





Process Prompt 1:

Working with Gifted People—This article by Mind Tools discusses tips for working with brilliant, but challenging team members. It identifies gifted people as: **Intense:** gifted people are extraordinarily focused, empathic and enterprising. **Complex:** they can quickly digest and analyze huge amounts of information. **Driven:** they are highly inquisitive, motivated and committed. It shares 6 strategies for working with these individuals: Acknowledge Giftedness, Tackle the Pitfalls of It, Set Challenging Tasks and Projects, Allow Autonomy, Create a Supportive Environment, and be a Strong, Empathetic Manager. See more at:

<https://www.mindtools.com/pages/article/managing-gifted-people.htm>

Relevant Resources: Facilitated Meeting Preparation and Agenda Checklist—Leadership Strategies has a nice checklist for planning your next facilitated meeting. It addresses logistics, key questions, unit time/number of units and several other features.

You may download a copy at:

<http://www.leadstrat.com/downloads/checklist-meeting-preparing-agenda-setting/> If you are looking for a different type of meeting checklist, contact Julie Marcy since she has a library of them.

Diffusing Explosive Situations: Leadership Strategies also has a nice ebook on this subject. It includes a 4-step formula for diffusing these situations—Approach Privately or Generally, Empathize with the Symptom, Address the Root Cause, and Get Agreement on the Solution. You may read more at <http://www.leadstrat.com/articles/if-i-knew-then-what-i-know-now-defusing-explosive-situations/>



Process Prompt 2:

Are You Making These 5 Mobile Collaboration Mistakes?:

Plantronics shares lessons learned with mobile collaboration and common mistakes. These include: Not Preparing for the X Factor, Neglecting Relationships, Not Being Mindful of How You Are Coming Across, Not Choosing the Right Medium for the Message, and Getting Sidelined by Technical Challenges. You may read more at: <http://blogs.plantronics.com/smarter-working/making-5-mobile-collaboration-mistakes>

Breaking The Ice—ERDC 2017 Emerging Leaders Group—Courtney Chambers:

The ERDC ELG recently welcomed 7 new members to their 3-year team. To better acquaint the team, they devoted a full morning to facilitated ice breaker activities. The goal was to discover more about one another's background, interests, and personalities and to practice working together towards a common goal. Here are some highlights that may inform your next team interaction.

When to break the ice:

- * *Participants come from different backgrounds*
- * *People need to bond quickly to work towards a common goal*
- * *Your team is newly formed*
- * *The topics you are discussing are new or unfamiliar to many people involved*

What is the “ice” that needs breaking?

- * *Participants have never met*
- * *Difference in participant status, i.e. supervisors, subordinates*
- * *Divergent perceptions of one another stemming from different backgrounds, cultures and outlooks towards work*

This question comes with the caution that while the goal is to “break” the ice, you want to be careful not to uncover an iceberg. Find commonalities rather than emphasizing differences. The ultimate goal of ice breaking is to help participants feel comfortable contributing to the team.

The team enjoyed introductions prompted by the ring of their cell phone. Participants signed in by recording their cell phone numbers. We cut them into individual slips and had each person draw a number. Participants went around the room dialing the number they drew, and whoever's phone started ringing shared why they choose the ring they did (if it wasn't default), expounded on the color choice, or shared their lock-screen photo. Each of these phone features told us surprisingly more about each participant. I'd recommend budgeting approximately 1.5-2 minutes per person for this activity. Another introductory ice breaker titled Most Favorite shuffled the group and prompted conversations that should carry over to lunch and dinner visits all year long.

The teambuilding icebreakers encouraged the team to work cohesively towards shared goals and be creative together. One activity called Talking in Circles tested communication and brought to light the need to be mindful of varying team mate perspectives when giving direction. The last activity was Tell a Story. The team was divided into 2 groups. Each team member received 1 picture cut from widely varying magazines and catalogues. Each group put their pictures together to make a great story. Likewise, when the varying aspects and expertise of the 2017 ERDC ELG are creatively combined, they will undoubtedly tell a great ERDC and USACE story.



Find A Facilitator

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

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