

Facilitators Exchange Vol. 3 Summer 2013

Your quarterly guide to Facilitators and Facilitation in USACE



Participants at ASA CW/HQUSACE CW Strategic Plan Refresh Workshop



Webinar Wisdom: Quarterly webinars on facilitation topics.

Our next Exchange webinar will be at 1 pm Central Time on Thursday, 29 August. Maria Placht, a Collaboration Specialist with IWR's Conflict

Welcome to the third 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.

Resolution and Public Participation CPCX will present a session on "Walkshop". This innovative technique is a walking workshop whereby participants contribute photos and text to capture or comment on site attributes. After the walk through, the images and information are categorized and patterns or special concerns are noted and discussed. This technique may have application to projects where you are seeking stakeholder feedback on physical sites or structures for proposed actions. Following the presentation and discussion, we will open the call for general facilitation questions you may have. 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. You may see more information about the session at <http://corpslakes.usace.army.mil/employees/facilitator/exchange.cfm?option=CurrentSchedule>. Completed webinars are archived on the Facilitators' Exchange at: <http://corpslakes.usace.army.mil/employees/facilitator/exchange.cfm?Option=ArchiveSchedule&CoP=facilitator>.

Provide your ideas for facilitation webinar topics to Julie.B.Marcy@usace.army.mil.



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.





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

Process Prompt: A facilitation process, tool or technique.



Academic and ERDC Representatives at Duck Field Research Facility Future Vision Workshop

Duck, NC Field Research Facility Future Vision Workshops— The FRF, opened in 1980, provides a location for collecting continuous, multiple hydrodynamic and sediment response data to improve the science of coastal processes and assist in developing physics-based analytical tools. Thorndike Saville, Jr., former director, Coastal Engineering Research Center, recently stated, “The idea behind the pier was to see if what we did in the laboratory was real. What has come out of the pier influences how we do things.” The Coastal Engineering Research Board recently reviewed FRF operations and activities, identified short-term actions, and requested development of a vision for the FRF of the future. At the meetings, visioning sessions were conducted with scientists and engineers from academia, government, and resource advocates from non-government organizations (NGOs). Forty people from 16 agencies, universities, and NGOs participated in 2 workshops. FRF fact sheet—<http://www.erd.c.usace.army.mil/Media/FactSheets/FactSheetArticleView/tabid/9254/Article/6418/field-research-facility.aspx>.

Topics included: a **review of strengths, weaknesses and opportunities** for collaboration and exchange, critical issues and research **gaps** in the Pamlico/Albemarle Sound and beyond, and **future state definition worksheets** to best position the FRF for the future in serving the coastal community.

Future State Definition and Scope Worksheets—I recently attended training by Marcelino Sanchez of SmartChange Solutions— <http://www.smartchangesolutions.com/>. Marcelino has a series of SmartChange and FastStart tools that may be used for strategic planning and change management. I adapted some of his worksheets for recent future visioning workshops described under the Case Clip section.

The first was a “Future State Definition” worksheet where participants individually described (bullets, pictures, etc.) a desired future state. After sharing thoughts in a group discussion, I asked the participants to then describe how we might get to that desired future state on the bottom half of the worksheet. Individual work was followed by another group discussion.

Although not used for the workshops described, I had also adapted his “In and Out of Scope” worksheet. It is used for a group to brainstorm what ideas, locations, groups, etc. might be in/out of scope for their endeavor. The worksheet and sticky notes are used to define items as In or Out before the group pursues further refinement of the top In Scope ideas generated.

Marcelino makes his “FastStart toolkit” available free on his site, and other tools are available via training. POC—Julie.B.Marcy@usace.army.mil.



Small Group Discussion at FRF Workshop



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

Mid Atlantic Facilitators Network—This organization supports facilitators in DC, VA, MD, PA and beyond and will host a series of monthly workshops in DC. Each session lasts 3 hours and they will run September 2013 thru June 2014. Topics include: complexity science, using humor in facilitation, and listening for client values and drivers. Workshops are held in the DC GAO building (same as USACE HQ) in room 2N30 from 8-12. The series of 10 sessions costs \$300 for MAFN members and \$450 for non-members. You may also register for and attend separate sessions that range in price from \$20-\$60. See <http://www.mafn.org/event-listing> for more information.



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

2013 Workplace Survey— Gensler released this recent survey. An interesting component deals with knowing how much collaboration is enough in the workplace. 24% of the 2000 survey respondents indicated they prefer a balanced workplace that values both individual and collaborative work. This mix enables them to have effective individual focus and effective collaborations and they believed their companies are more innovative. See <http://m.gensler.com/about-us/press-release/gensler-releases-2013-u-s-workplace-survey-finds-only-24-of-u-s-workers-currently-work-in-optimal-workplace-environments>.

As with most things in life, everything in moderation. Balancing collaboration with individual work in the workplace (or in facilitated gatherings) will enable both individuals and groups to excel.

US Bureau of Reclamation, USACE Interagency Workshop

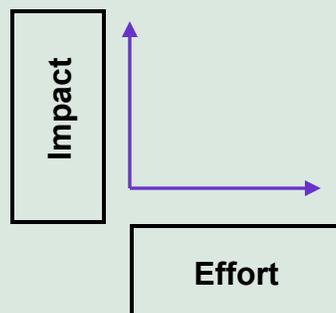


Fellow Facilitators: Provides an overview of a facilitation community like a professional organization or showcases a Corps facilitator. Photos from your facilitated sessions are also welcome.

Maria Placht—Maria is a Collaboration Specialist with IWR's Conflict Resolution and Public Participation CPX. She has been facilitating for 5 years.

Work Examples—Working at the CPX requires Maria to facilitate a variety of meetings, mostly on the Civil Works side of the Corps. The meetings are both internal Corps meetings, as well as, meetings with our partners, stakeholders, and the public. Most recently, she began facilitating SMART Planning Charettes as part of a national support team, and now works directly for Districts.

Effective Facilitation Tool— Groups like to develop lists of actions to be done, but often have a hard time figuring out where to start. She likes to use this matrix to help prioritize actions: 1) Develop a list of actions to address problem/reach goal; 2) Ask how much effort it will take to accomplish that action; 3) Ask how much impact it will have on solving the problem or reaching the goal; and 5) Plot the action on a graph. The actions in the top left corner are where the group should start.



Advice for New Facilitators— Don't stress out. Facilitation skills are best improved through practice. Each time you facilitate a meeting, you will learn new things. When things are tough, look to your participants for help! When in doubt, ask the group how they think they should proceed, or better yet, give them a couple of options for the path forward that you think would work, and see what they say. People are happy to help and will often chime in with great ideas that get the group back on track and moving forward.

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>.

Get Involved—Let me know of topics, stories and examples you would like to contribute or see covered in our next newsletter or webinar. You are the key to the success of facilitation within the Corps' castle. Julie.B.Marcy@usace.army.mil, 601 634 3684.

