

CCC Fellows Facilitation Training

Friday, February 16th, 8:00am – 1:00pm

Tamasag Center (4825 County Rd 52E, Bellvue, CO)

Purpose:

- Build skill to manage groups for successful communication and collaboration including:
 - Identifying common goals- agreeing on the problem you are trying to solve.
 - Applying a tested process for problem solving that supports transparency and stability (applying an interest-based collaborative problem-solving cycle).
 - Managing unexpected derailments- managing conflict and facilitator first aid
- Apply learning to actual projects.

Agenda

1. Welcome and Grounding
2. Success in Collaborative Resolutions (3 Key Components)
 - What's the problem?
 - What are your desired outcomes?
 - How will you talk about the problem?
 - If your desired outcomes include mutually agreeable solution, how will you make decisions about the solution(s)? What rules will govern what's agreeable or not?
3. Defining and Understanding the Problem
 - Environmental scan
 - Story, why is solving problems in diverse teams hard?
 - **Discrete skill- Reframing, Unloading loaded language**
4. Identifying Interests
5. Brainstorming Options
 - Broadening and Narrowing of possibilities: The Groan Zone
6. Criteria, Evaluation, and Straw Design **Team time to apply skills!**
7. **Tools of the Trade (behind the curtain)**
8. **Open Q&A Time**
9. Closing and Evaluation

Session 8: Facilitating the Collaborative Process

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Workshop Description:

Facilitation is the craft of helping groups do their best thinking together. Good facilitation includes the adaptive application of a diverse suite of tools. With these tools, facilitators help teams communicate effectively, deepen participants' understanding of other perspectives, and increase the speed and efficiency with which teams are able to reach resolution. With strong facilitation, participants can trust the facilitator and the process, even if they do not yet trust one another. Strengthened relationships and trust between stakeholders are often, thus, a byproduct, instead of a prerequisite of collaborative work.

This workshop will help build participants' facilitation toolboxes and hone their ability to apply these tools in their projects.

Workshop Objectives:

- Fellows will build skill to manage groups for successful communication and collaboration. These skills will include the following:
 - Identifying common goals- agreeing on the problem you are trying to solve.
 - Applying a tested process for problem solving that supports transparency and stability (applying an interest-based collaborative problem-solving cycle).
 - Managing unexpected derailments- managing conflict and facilitator first aid
- Fellows will apply learning to their own projects.

Materials:

What	Who
Flip Chart Paper	Kim
Easels (2?)	Kim
Markers	Carrie
Large Post-Its	Carrie
Small Post-Its	Carrie
"Dots"	Carrie
Copies of Handouts	Kim
Copy of agenda (last minute handouts)	Carrie

Facilitator's Agenda: CCC Fellows facilitation Training

Time	What	Who/How	Materials/Notes
8:00	Welcome and Grounding	Purpose and Agenda Check In Ground Rules Everything today is modeling- will highlight strategies at end.	Chart for all four Make list of facilitator tricks
8:15	4 challenges: Laying the groundwork for a successful collaborative team	1. What's the problem? <ul style="list-style-type: none"> Do your background research Understand how stakeholders see the problem. Frame it as a question/puzzle that you will solve together 	Chart for of traditional vs. collaborative For #1-2, Jot down team idea for use later #3 Chart- Preview cycle- stand up meeting to discuss #4 Preview in handbook New partner, stand up meeting. Questions
8:25		2. What are your desired outcomes?? 3. How will we talk about the problem? <ul style="list-style-type: none"> Talking about conflict is stressful. Structure reduces anxiety Interest based cycle 	
8:40		4. How will we make decisions about the solution(s)? <ul style="list-style-type: none"> Decision making rules Consensus defined Making a decision about how to make a decision is the most difficult part!!!! 	
9:00	Going to model this today...	For our purposes today... You can go your own way!	
9:05	BREAK		
9:15	Understanding the Problem:	"How might the teams of fellows best support teams of diverse stakeholders to make wise and sustainable decisions together?"	Chart problem statement
9:20	Environmental Scan	What we control vs. what we can't but WILL impact us.	Large chart- cut if short on time.
9:35	Problem definition → story	Challenges of making decisions as a group. Create list- Lump together similar ideas. Discuss solving issues together vs. solving separately. Crate micro-agenda/revise main agenda to reflect more specific problems to solve.	Snowfield (with sort) OR Large Group Brainstorm.

10:50	Unloading Loaded Language	One common problem- discreet skills (reframing).	Handout- Activity Do as whole instead of small groups.
10:10	Interests	Positions vs. interests (introduce) Identify interests for solving problems collaboratively.	Iceberg Call out that this is often difficult!
10:30	BREAK		
10:45	Options	Brainstorm solutions- what options might satisfy as many interests as possible?	Small groups, 4 corners. Report out to whole group. Combine lists.
11:05	The Groan Zone	Introduce concept, difficulty, and challenge of narrowing.	Handout in Handbook
11:15	Criteria and Evaluation	What are the "look fors" that will be important in working with your particular group? Dot vote for favorites with whole group. Brainstorm criteria in teams. Which tools (options) will be most appropriate for your given situation?	Bring Dots Team talk
11:30	Straw Design	In teams <ul style="list-style-type: none"> • Create problem statement • Select Favorite Options and rationale • Share out 	
12:00	Lunch (working) Grab Plates		
12:15	Behind the curtain	Hand out facilitator's agenda and facilitator trick list	Copies of both
	Q&A: Hypotheticals and polishing plans	Large group or in small with Carrie circulating	
12:50	Closing and Evaluation		