

# FACILITATION SKILLS

## for Scientists and Resource Managers

Course I.D.: FAC-301



## Facilitation Skills for Scientists and Resource Managers

Course ID: FAC-301 ( 3 days )  
November 3-5, 2009, 8:30 A.M. to 5 P.M.  
Hawthorn Suites - Sacramento  
321 Bercut Drive  
Sacramento, California 95814

**Instructor:** Jim Nelson

**Description:** Facilitation skills are used by scientists and resources managers to form productive teams, plan programs and projects, and to implement controversial projects and programs. Facilitators help groups to communicate productively, honoring diverse points of view and respectfully creating options that provide the richest suite of benefits for all. The success or failure of programs and projects often depends on the support of a variety of interested parties--staff, management, agencies, environmental groups, the general public, and other stakeholders—with diverse perspectives. Productive communication among project stakeholders is essential for successful implementation. In some cases, worthy projects have been blocked by disenchanted stakeholders who felt they had no voice or had been treated badly by public officials. Perhaps as bad is a missed opportunity because of the loss of meaningful participation that could have improved a project's design and implementation.

This course is intended to be a practical approach to improving group meetings. It is oriented specifically to the needs of scientists and resource managers. After core facilitation skills are practiced, the class will be tailored to the students' development needs. Participants will be asked to complete a pre-workshop skills profile. Students are presented with a wide array of tools and opportunities to practice new facilitation skills.

### Course Topics:

#### **Perspectives**

*Why doesn't everyone think like me?*

#### **Meetings**

*Different meetings for different needs*

#### **Roles and Responsibilities -**

*Who wears what hat?*

#### **Planning Meetings**

*Assessing needs, objectives, and purpose*

#### **Process and Content**

*The two parts of effective meetings*

#### **Logistical considerations**

*The right room, the right set up*

#### **Basic Facilitator Skills**

*Verbal and nonverbal communication skills*

Maintaining rapport

Framing, reframing, and paraphrasing

Managing personal states of being

#### **Basic Facilitation Processes and Their Use**

*Use the right process*

Agenda

Ground rules

Open participation

Presenting information

Collecting information

Analyzing information

Decision making

Closing the meeting

Evaluation

#### **A facilitator's tool kit**

*Tools that make meetings better and easier*

#### **Managing Group Dynamics**

*Tracking and assessing audience needs*

#### **Skills practice and feedback**

*Creating a safe place to explore*

#### **Discussion on challenges**

*How to prevent or deal with problems*

**Students will be provided an overview of the competencies required for effective meetings. These competencies include:**

- The ability to assess needs and design meetings to serve the purpose of the meeting and the interests of meeting participants.
- Understanding the roles and responsibilities of the facilitator, assist team, meeting leader, participants, etc.
- Managing and facilitating meetings.
- Information gathering and presentation techniques
- Facilitation skills
  - Verbal skills
  - Nonverbal skills
  - Recording skills
  - Basic visual facilitation techniques
- Decision-making processes
- Evaluation processes

**Outcomes:**

Participants will be able to design and facilitate meetings more effectively with lower anxiety and better meeting outcomes. Better meeting participation of all students is an expected outcome of this training.

**About the Instructor: Jim Nelson** is a retired California Department of Fish and Game Staff Environmental Scientist. He has trained as a mediator and facilitator and has long experience dealing with challenging public meeting opportunities, and helping groups of scientists to organize programs and projects. Jim worked as a trainer and facilitator following his retirement and has helped many groups with complex technical and organizational issues. He has taught a variety of courses including Facilitation, Public Meeting Techniques, Environmental Negotiations, and Basic CEQA. He has authored technical papers on rare and endangered plants and is still active in habitat conservation efforts.

**Intended Audience:** This course is intended for scientists and resource managers who must plan, facilitate or manage meetings. The skills learned in the class are applicable to work groups and project teams, larger staff groups, interdisciplinary teams, multiagency groups and public meetings. Past attendees have included personnel throughout organizations: executives, managers, supervisors, technical staff, clerical, and seasonal and contract employees.

**Prerequisites:** None.

**Course Materials:** Each participant will receive a copy of the course proceedings including notes and reference material on the first day of the course.

## CM (pending approval)

AICP members can earn Certification Maintenance (CM) credits for this activity [or many activities at this event]. When CM credits are available, they are noted at the end of an activity description. More information about AICP's CM program can be found at [www.planning.org/cm](http://www.planning.org/cm).

**Continuing Education Units:** 2.0

**What to Bring:** Pen or pencil, coffee mug, and a water bottle (to reduce waste). Please wear comfortable clothes appropriate for the prevailing weather. Lunch will be on your own. There are numerous restaurants within walking distance. Drinks and snacks will be provided each day.

**Registration: *Early Bird Rate through September 28: \$600/\$550\* (\$695/\$595\* thereafter)***  
 (\*reduced tuition is available for Native American tribes; government employees; nonprofits; students; and NAEP, NEBC, NWAEP members). You may register via the link below or by calling the Northwest Environmental Training Center at 206-762-1976.

**Cancellation Policy:** Registration fees are fully refundable up to 30 days prior to the event and 50 percent refundable (or 100% credit) thereafter up to the day prior to the event. Registration may occur up to the day prior to the event provided that space is available.

**Northwest Environmental Training Center**  
 A 501(c)(3) non-profit program of EOS Alliance  
 650 S. Orcas Street, Suite 220, Seattle, Washington 98108  
 Phone: (206)762-1976, Fax: (206)762-1979  
[www.nwetc.org](http://www.nwetc.org)



# *Sacramento, California*



## **Directions to:**

### **Hawthorn Suites**

321 Bercut Drive  
Sacramento, CA 95811

[www.hawthorn.com](http://www.hawthorn.com)

**Sacramento Regionao Public Transit: [www.sacrt.com](http://www.sacrt.com)**

**Greyhound: <http://www.greyhound.com>**

**Amtrak: <http://www.amtrak.com>**

### **Capital City Freeway (Business I-80) Northbound:**

Head east on I-80 E 1.5 mi  
Continue on I-80 Bus E 3.4 mi  
Take the exit onto I-5 N toward Redding 2.2 mi  
Take exit 520 for Richards Blvd 0.2 mi  
Turn right at Richards Blvd 318 ft  
Turn left at Bercut Dr 0.2 m

### **Capital City Freeway (Business I-80) Southbound:**

Head west on I-80 W 2.7 mi  
Take the exit onto CA-99 S/I-5 S toward Los Angeles 2.3 mi  
Take exit 520 for Richards Blvd 0.3 mi  
Turn left at Richards Blvd 0.1 mi  
Turn left at Bercut Dr

### **Sacramento International Airport:**

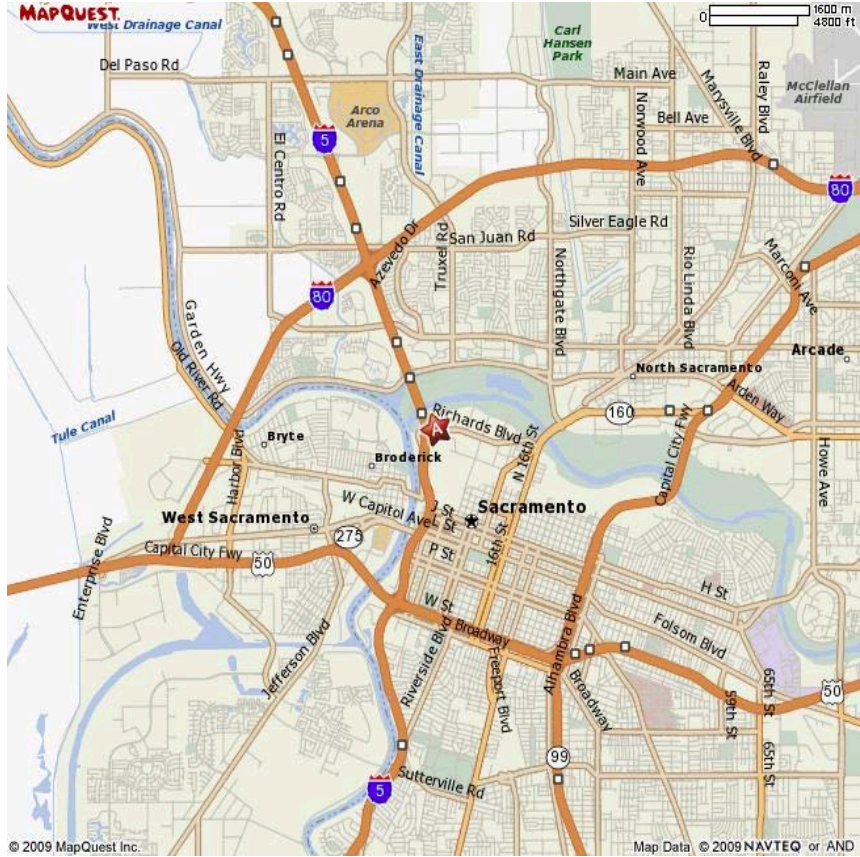
Head southeast on Airport Blvd 0.8 mi  
Take the ramp onto CA-16 E/I-5 S 8.0 mi  
Take exit 520 for Richards Blvd 0.3 mi  
Turn left at Richards Blvd 0.1 mi  
Turn left at Bercut Dr

**To find out more about NWETC's programs send us an email.**

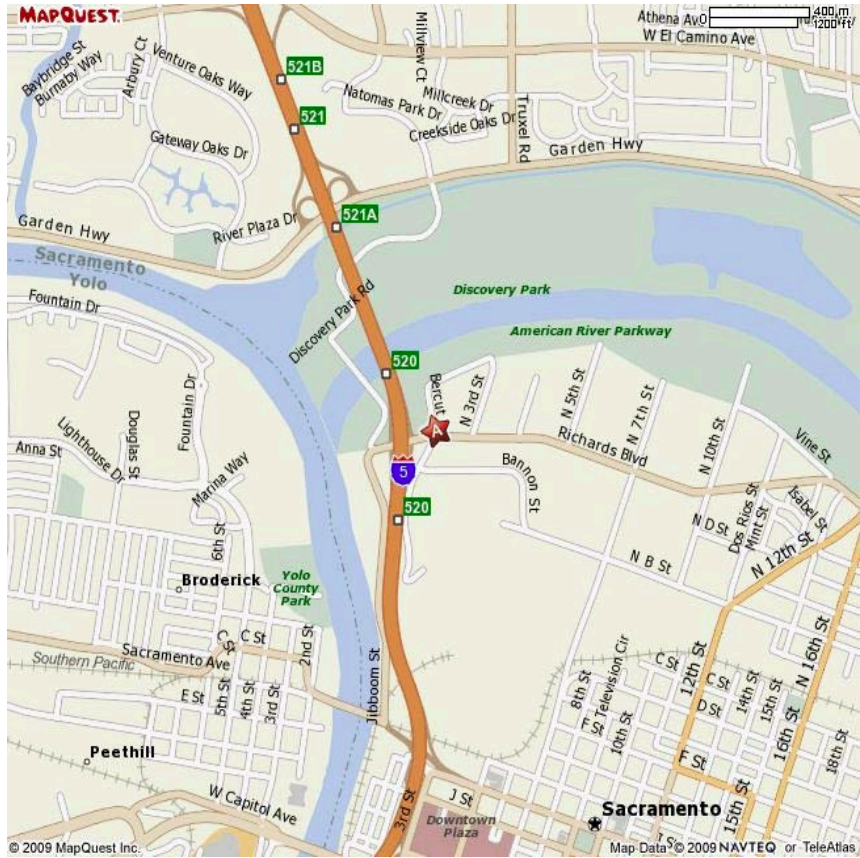
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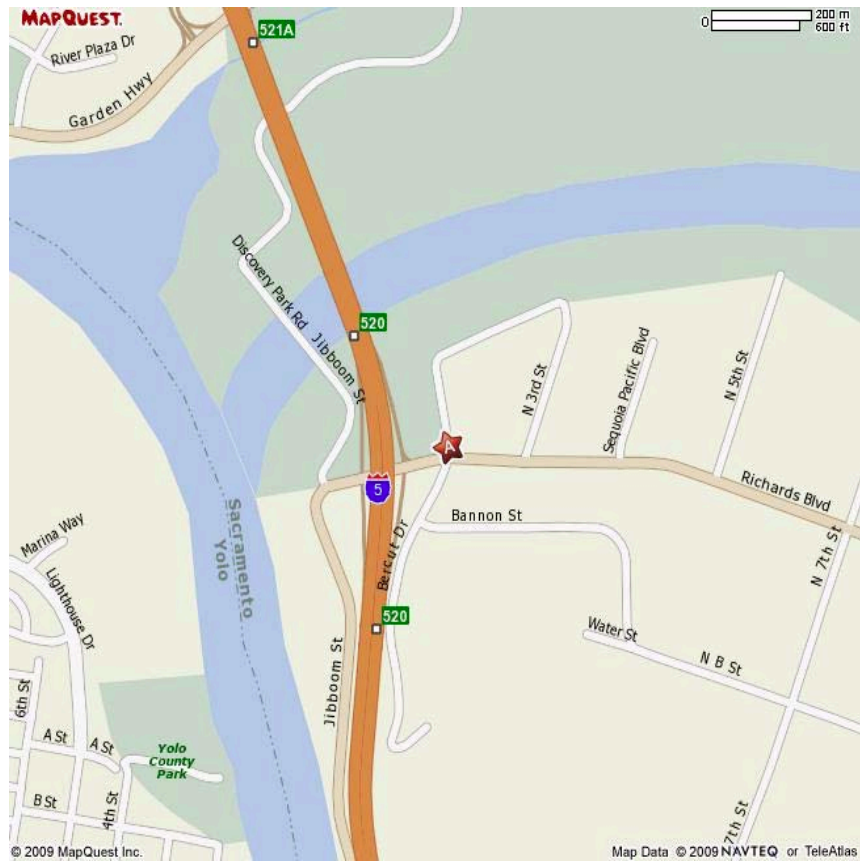
# REGION



# CITY



## STREET



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www.nwetc.org | www.eosalliance.org

## REGISTRATION FORM

Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Agency/Organization: \_\_\_\_\_

Street Address: \_\_\_\_\_

Street Address (cont'd): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Title: \_\_\_\_\_

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**Registration: *Early Bird Rate \$600 (\$550\*)*** (\$695/\$595\* thereafter)\*Reduced rates for Native American Tribes; nonprofits; government; students; and NEBC, NAEP and NWAEP members.

**Payment Method:** Check  PO  Credit Card (Visa Mastercard) Total: \$ \_\_\_\_\_

**Credit Card or PO #:** \_\_\_\_\_ **Exp:** \_\_\_\_\_

**Notes:** Please make checks payable to Northwest Environmental Training Center.

**Cancellation Policy:** Registration fees are fully refundable up to 30 days prior to the event and 50 percent refundable (or 100% credit) thereafter up to 3 business days prior to the event. No refunds are issued for cancellations occurring less than 3 business days before the start day.