

CESA Conference

Recommended Websites for Facilitators

Negotiation and Mediation

The Program on Negotiation Clearinghouse

<http://www.pon.org/catalog/index.php>

This site is a resource center for people interested in learning and teaching about negotiation and alternative dispute resolution.

Founded in 1986 as the first institution of its kind in the United States, the Clearinghouse serves as the Program on Negotiation's educational resource center. The PON Clearinghouse develops and disseminates role simulations and other interactive teaching exercises as well as books, educational videos, curricular packages, and scholarly working papers. In addition, the Clearinghouse offers pedagogical services such as a free online collection of negotiation course syllabi. All PON Clearinghouse products have been developed or endorsed by PON faculty or affiliates.

PON Clearinghouse clients include educators from a wide range of fields and institutional levels; corporate trainers; consultants; lawyers; businesspeople; and others interested in learning and/or teaching about negotiation. Because the Clearinghouse attracts clients from all over the world, many of its teaching exercises are available in non-English languages, and most of its videos are available in both VHS and PAL format.

Strengths-Based Approaches/Large Group Collaborations

The World Café <http://www.theworldcafe.com>

As part of the resource section you have a free downloadable *Café to Go* PDF that describes how to run a World Café event. If, like me, you feel this website is too “touchy-feely” and idealistic – just hold off on judgment and explore a little bit anyway. Since I have seen this in action and used it myself, I can tell you it produces remarkable results in large multi-interest groups (and there is now a decade of research to back it up).

World Café PLUS Technology

My absolute best experience facilitating World Café was in a session where it was combined with the CoVition technology (www.covision.com)

CoVition has groupware tools and processes that can easily and effectively be incorporated into large group methods, enabling everyone in the room to have a “voice” and, simultaneously, insuring that everyone “hears” what was said. I saw this in action and it successfully accelerated the cycles of feedback within groups, thus creating real-time conversations amongst hundreds.

Skype-facilitated online World Café, “live” with sixteen people rotating between four tables over the course of 2 1/2 hours.

Some using world café for multi-day, multi-stakeholder, big group events post a video of the previous day’s proceedings on a website. You can find an example of this by clicking the link below

<http://www.tallbergforum.org/Home/tabid/75/Default.aspx>

The Tällberg Forum event took place June 28 – July 1, 2007 in the village of Tällberg, Sweden, with 450 participants from more than 60 nations. An open conversation begun in 1981, the Forum addressed the challenge of the great transition, by searching for solutions to the dilemma of increasing welfare without destroying the natural systems that support us.

Recommended Book: World Café

Book: *The World Café: Shaping Our Futures Through Conversations That Matter*, by Juanita Brown with David Isaacs and the World Café Community

Other Large Group Methods

Large Group Interventions are methods used to gather a whole system together to discuss and take action on the target agenda. That agenda varies from future plans, products, and services, to redesigning work, to discussion of troubling issues and problems. The Handbook of Large Group Methods takes the next step in demonstrating, through a series of cases, how Large Group Methods are being used to address twenty-first-century challenges in organizations and communities, including:

- Working with widely dispersed organizations, and the problem of involvement and participation
- Working with organizations facing a serious business crisis
- Working with organizations in polarized and politicized environments
- Working in community settings with diverse interest groups
- Working at the global level and adapting these methods for cross-cultural use
- Embedding and sustaining new patterns of working together in organizations and communities

Recommended Book: *The Handbook of Large Group Methods*, by Billie Alban and Barbara Bunker

This is a comprehensive survey of the leading methods in use today for “creating systemic change in organizations and communities.” It focuses on the design and execution of large scale, face-to-face meetings.

Appreciative Inquiry (AI)

AI is about a shift in orientation from focusing primarily on what *is not* working and how to fix it, to also discovering and appreciating what *is* working and how to leverage it.

Developed by David Cooperrider and his colleagues at Case Western University, AI is a process for leveraging emerging possibilities rather than just fixing past mistakes. When used in a disciplined way, this kind of inquiry stimulates lively conversations that use the best of what is as the foundation for what might be.

Open Space

Open Space Technology is a simple way to run productive meetings, for five to 2000+ people. OS is appropriate in situations where a major issue must be resolved, characterized by high levels of complexity, high levels of diversity (in terms of the people involved), the presence of potential or actual conflict, and with a decision time of yesterday.

<http://www.openspaceworld.org/> (go to the *resources archive*)

The Worldwide Open Space on Open Space 2008 will be held in San Francisco, California on July 23, 24, 25, & 26.

Future Search <http://www.futuresearch.net>

Future search is a PLANNING MEETING that helps people transform their capability for action very quickly. The meeting is task-focused. It brings together 60 to 80 people in one room or hundreds in parallel rooms.

The meeting design comes from theories and principles tested in many cultures for the past 50 years. It relies on mutual learning among stakeholders as a catalyst for voluntary action and follow-up. People devise new forms of cooperation that continue for months or years.

Future searches have been run in every part of the world and sector of society.

Four key principles underlie the future search design:

- Getting the "whole system" in the room.
- Exploring the same global context ("whole elephant") as a backdrop for local action.
- Focusing on the future and common ground rather than conflicts and problems.
- Inviting self-management and personal responsibility for action during and after the conference.

Recommended Book

Future Search - An Action Guide to Finding Common Ground in Organizations & Communities, by Marvin Weisbord and Sandra Janoff

This book is a detailed how-to book on the planning, managing, facilitating and follow-up of future searches, with numerous examples.

Other Websites

International Association of Facilitators

<http://www.iaf-world.org>

The International Association of Facilitators members work in government, nonprofit, educational, community, and corporate environments and hold positions as consultants, teachers, in-house facilitators, negotiators, organizational specialists, coaches, and more

Facilitator/Trainer Supplies

<http://trainerswarehouse.com>

<http://www.grove.com/>

Project Management

Click the link below and scroll down to the *project management* section

I recommend the *Crisp: Project Management, Third Edition* as a basic and user friendly primer for non-project managers (and it's only \$13)

http://www.courseilt.com/ilt_titlelist.cfm?series=crisp&product=fifty

Software

SmartDraw (Has a 7 day free trial)

<http://smartdraw.com>

SmartDraw gives you pre-drawn templates, automating designs, and makes it easy to turn your information into illustrations fast. SmartDraw generates:

- Maps
- Floor Plans (for safety, security, emergency evacuation)
- Flowcharts
- Org Charts
- Project Timelines
- Gantt Charts
- Bar Graphs & Pie Charts
- Forms
- Floor Plans
- Scheduling Calendars