

Michigan Guided Pathways

Facilitator Training



February 27, 2015

Today's Goals

- Increase your capacity to design stakeholder engagement strategies.
- Increase your capacity to plan and facilitate constructive stakeholder dialogues.
- Begin thinking about your Student Success Stakeholder Engagement Strategy.

Pre-Training Survey – Group Strengths

- **Strengths (Significant Experience)**
 - Basic Facilitation - 50%
 - Collaborative Processes – 26%
 - Next Steps – 34%
- **Weaknesses (No or Limited Experience)**
 - Advanced Facilitation Skills – 43%
 - Negotiation – 33%
 - Engagement Methods – 32%

Pre-Convening Survey – Hope to Accomplish

- Strengthen Facilitator Skills
- Learn More about Guided Pathways
- Ensure Equitable, Open and Results-Oriented Engagement Process
- Better Address Conflict, Break Down Silos, Engage the Disengaged and Naysayers
- Build Consensus or Buy In

What is Authentic Stakeholder Engagement?



A process that **brings people together** to address issues of common importance, solve shared problems and **bring about positive change.**



"We want to include you in this decision without letting you affect it."

Stakeholder Engagement Quotes

We did not just involve faculty and student affairs; we brought in people from all departments. We included IT, IR, Dev Ed, advisors, librarians, and financial aid staff to help design our guided pathways with a student focus.

Stakeholder Engagement Quotes

This approach began to breakdown the “us” and “them.” It brought the “us” into the room.

Stakeholder Engagement Quotes

Now, even when we redesign our facilities we think about physically breaking down silos between functional areas.

Stakeholder Engagement Quotes

We now know that people can disagree with each other, but still respect what each person brings to the table.

Stakeholder Engagement Quotes

Before this work, senior staff collaborated together. That level of collaboration can now be seen at the middle and lower levels of the organization. This deepening of collaboration now impacts initiatives other than our Guided Pathways work.

Stakeholder Engagement Quotes

All players, students, faculty and staff need to be able to see how they connect and work with one another.

Facilitation Principles

- Facilitators are Neutral
- Facilitators are Non-Judgemental
- Confidential
- Voluntary

Facilitator Characteristics

Respectful



Facilitator Characteristics

Respectful

Curious



Facilitator Characteristics

Respectful

Curious

Self-reflective



Facilitator Characteristics

Respectful

Curious

Self-reflective

Clear
communicator



Facilitator Characteristics

Respectful

Curious

Self-reflective

Clear
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Kind

Facilitator Characteristics

Respectful

Curious

Self-reflective

Clear
communicator



Kind

Present

Facilitator Characteristics

Respectful

Curious

Self-reflective

Clear
communicator



Kind

Present

Not in a position of
power

Facilitator Characteristics

Respectful

Curious

Self-reflective

Clear
communicator



Kind

Present

Not in a position of
power

Understands project
purpose

Who We Are



We're nonprofit and nonpartisan, and we help diverse groups of people find workable solutions to divisive, complex issues.

We do this through :

- stakeholder research
- engagement and facilitation

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