Build Facilitation Skills for Better Meetings & Increased Community Engagement

Why learn facilitation skills?

- Focus
- Psychological Safety
- Objectivity
- Listening
- Productivity
- Communication

Cindy Fesemyer
Fesemyer Consulting, LLC
Cindy@FesemyerConsulting.com

Amanda E. Standerfer
Fast Forward Libraries, LLC
Amanda@StanderferConsulting.com
Good Meeting Experiences

Not So Good Meeting Experiences

Agenda
Meeting Design
Goals
Participants
Roles & Expectations
Ground Rules
Materials
Time & Flow
Location
## Community Focus Group – Things to Consider

<table>
<thead>
<tr>
<th><strong>Date / Time / Duration?</strong></th>
<th>May 1, 9am, 1-hour</th>
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</thead>
<tbody>
<tr>
<td><strong>Location?</strong></td>
<td>Library Meeting Room</td>
</tr>
<tr>
<td><strong>Participants?</strong></td>
<td>Invited stakeholders</td>
</tr>
<tr>
<td><strong>Registration / Invitation?</strong></td>
<td>Director sends invitations, tracks RSVP</td>
</tr>
<tr>
<td><strong>Equipment?</strong></td>
<td>Easel, large post-it pad</td>
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<tr>
<td><strong>Pre-work?</strong></td>
<td>Send agenda</td>
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<tr>
<td><strong>Reminder?</strong></td>
<td>Day before</td>
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## Agenda

<table>
<thead>
<tr>
<th><strong>Welcome</strong></th>
<th>5 minutes</th>
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<tbody>
<tr>
<td>- What is strategic planning?</td>
<td></td>
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<tr>
<td>- Why is the library engaging in strategic planning?</td>
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<tr>
<td>- Community input into the process</td>
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<tr>
<td>- What is the outcome of the process?</td>
<td></td>
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<tr>
<td>- Goal for our time together</td>
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<tr>
<td>- Questions?</td>
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<table>
<thead>
<tr>
<th><strong>Icebreaker</strong></th>
<th>8 minutes</th>
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<tbody>
<tr>
<td>- Name and role</td>
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<tr>
<td>- What’s one thing you are proud of related to the library</td>
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<tr>
<td>- What’s one thing you are curious about?</td>
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<table>
<thead>
<tr>
<th><strong>Focus Group Questions</strong></th>
<th>40 minutes</th>
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<tbody>
<tr>
<td>- Why is the library important to the community?</td>
<td></td>
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<tr>
<td>- What can the library do to reach more people?</td>
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<tr>
<td>- What kinds of programs should the library offer to help people learn across their lifetime?</td>
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<tr>
<td>- How can the library improve their building to better serve the community?</td>
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<tr>
<td>- Any other suggestions that have not been mentioned?</td>
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<tr>
<th><strong>Closing Exercise</strong></th>
<th>5 minutes</th>
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<tbody>
<tr>
<td>- Imagine a family member or friend is visiting from another town and they ask about your library…what 3 words would you use to describe the library?</td>
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<table>
<thead>
<tr>
<th><strong>Next Steps</strong></th>
<th>2 minutes</th>
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</thead>
<tbody>
<tr>
<td>- Questions</td>
<td></td>
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<tr>
<td>- Process reminders</td>
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</table>
Ask Questions

- What would that look like?
- Can you describe what you mean?

Listen & Summarize

- What I hear you saying is...
- Do you mean...

Involve Everyone

- We haven’t heard from Sue...
- Let’s give John a chance to respond...
Who is not in the room?

- What perspectives are we missing?
- How can we hear directly from the community impacted by this change/idea?

After the meeting...

- Gratitude
- Summarize
- Evaluation
- Reminders
- Next Steps
- Debrief
What about when there is conflict??

Safe Space

Next Steps

Empathy

Find Common Ground

Listen

Check for Bias

Ask Questions

Next Steps
Using a framework…

Adaptive Action

Now what?

What?

So what?

Q & A
THANK YOU!

Amanda Standerfer  
www.fastforwardlibraries.com  
Amanda@StanderferConsulting.com

Cindy Fesemyer  
www.FesemyerConsulting.com  
Cindy@FesemyerConsulting.com

Resources

“Leading Conversations in Small and Rural Libraries: Facilitation Guide” – ALA Public Programs Office -  

Companion Course:  
https://www.ala.org/tools/librariestransform/libraries-transforming-communities

Interrupters, Mic Hogs & Meanies: Strategies for Dealing with Troublemakers:  
https://programminglibrarian.org/articles/interrupters-mic-hogs-meanies-strategies-dealing-troublemakers

Tips for Facilitating a Virtual Group Conversation:  
https://programminglibrarian.org/articles/tips-facilitating-virtual-group-conversation

Book: “Crucial Conversations: Tools for Talking When Stakes Are High” by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler

Book: “Radical Candor: Be a Kick-Ass Boss Without Losing Your Humanity” by Kim Scott

Forming, Storming, Norming, and Performing: Tuckman’s Model for Nurturing a Team to High Performance -  
https://www.mindtools.com/pages/article/newLDR_86.htm

Adaptive Action:  
https://www.hsdinstitute.org/resources/adaptive-action-guide.html