

Build Facilitation Skills for Better Meetings & Increased Community Engagement

Cindy Fesemyer
Fesemyer Consulting, LLC
Cindy@FesemyerConsulting.com

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

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Engagement *** Planning *** Facilitation *** Training



Why learn facilitation skills?



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Good Meeting Experiences

Not So Good Meeting Experiences

Agenda

Meeting
Design

Goals

Participants

Roles &
Expectations

Ground
Rules


Materials

Time & Flow

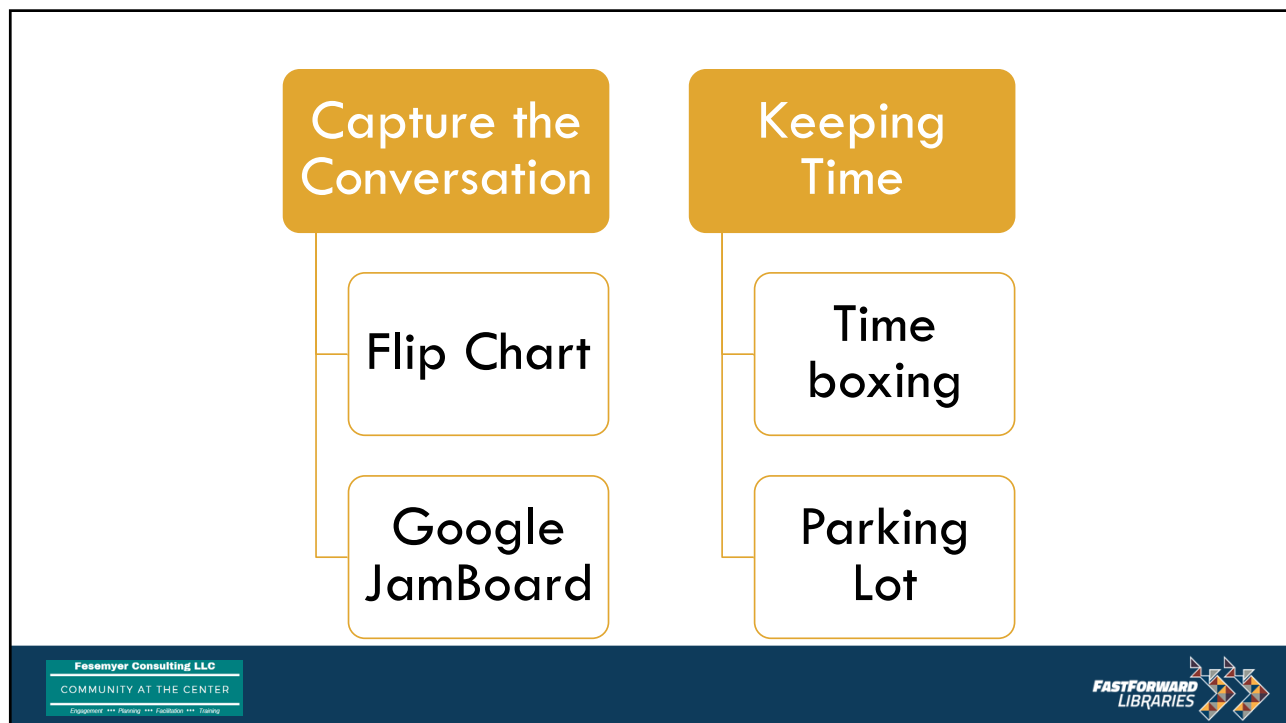
Location

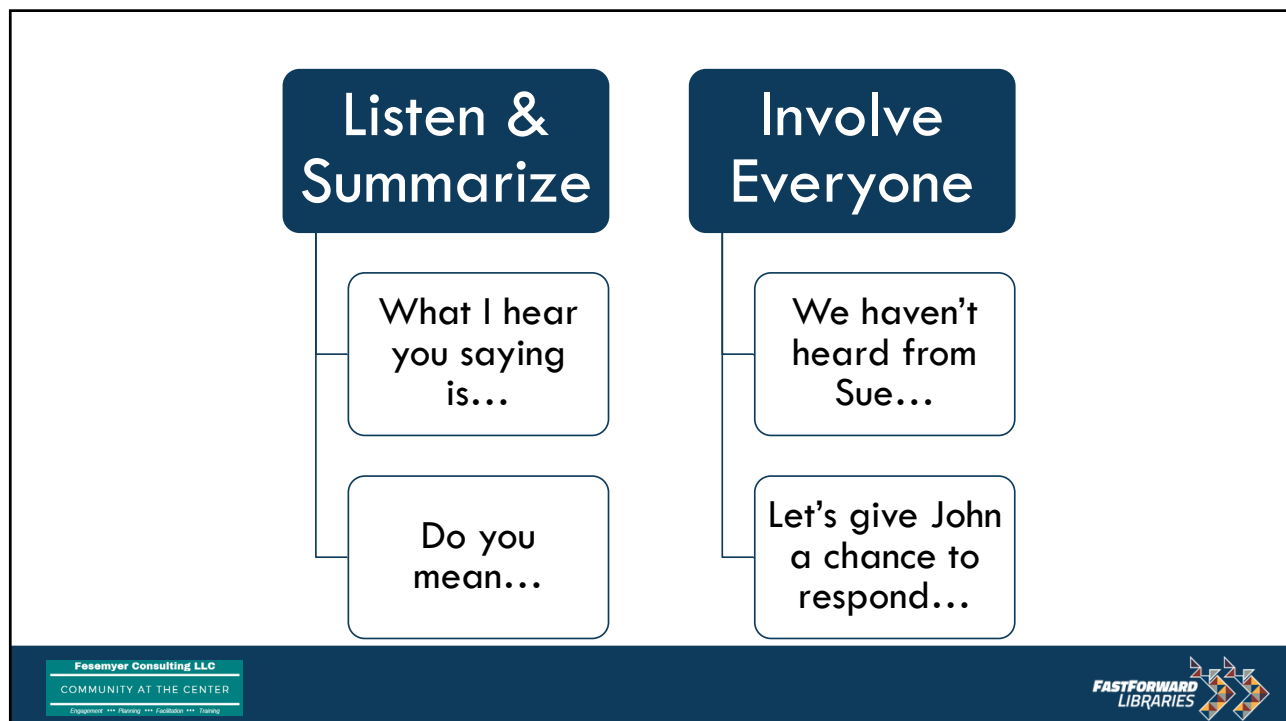
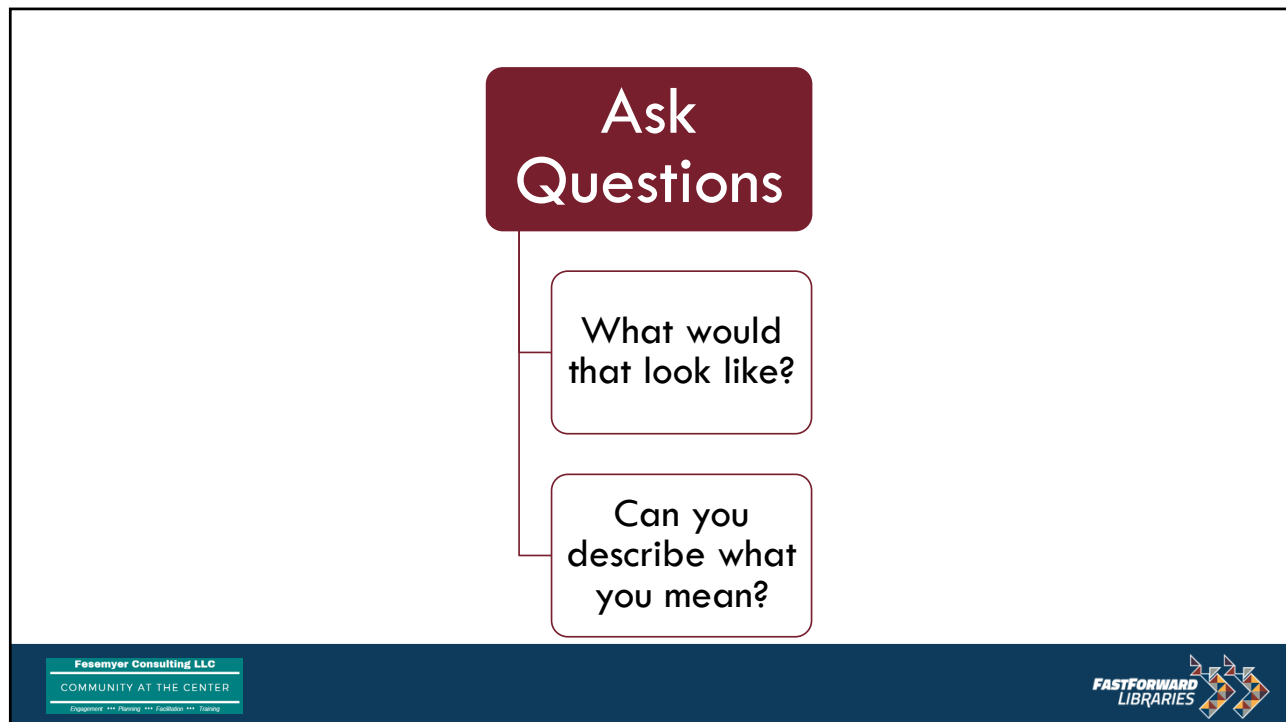
Community Focus Group – Things to Consider	Example
Date / Time / Duration?	May 1, 9am, 1-hour
Location?	Library Meeting Room
Participants?	Invited stakeholders
Registration / Invitation?	Director sends invitations, tracks RSVP
Equipment?	Easel, large post-it pad
Pre-work?	Send agenda
Reminder?	Day before

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AGENDA	
Welcome 5 minutes	<ul style="list-style-type: none"> • What is strategic planning? • Why is the library engaging in strategic planning? • Community input into the process • What is the outcome of the process? • Goal for our time together • Questions?
Icebreaker 8 minutes	<ul style="list-style-type: none"> • Name and role • What's one thing you are proud of related to the library • What's one thing you are curious about?
Focus Group Questions 40 minutes	<ul style="list-style-type: none"> • Why is the library important to the community? • What can the library do to reach more people? • What kinds of programs should the library offer to help people learn across their lifetime? • How can the library improve their building to better serve the community? • Any other suggestions that have not been mentioned?
Closing Exercise 5 minutes	<ul style="list-style-type: none"> • 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?
Next Steps 2 minutes	<ul style="list-style-type: none"> • Questions • Process reminders





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



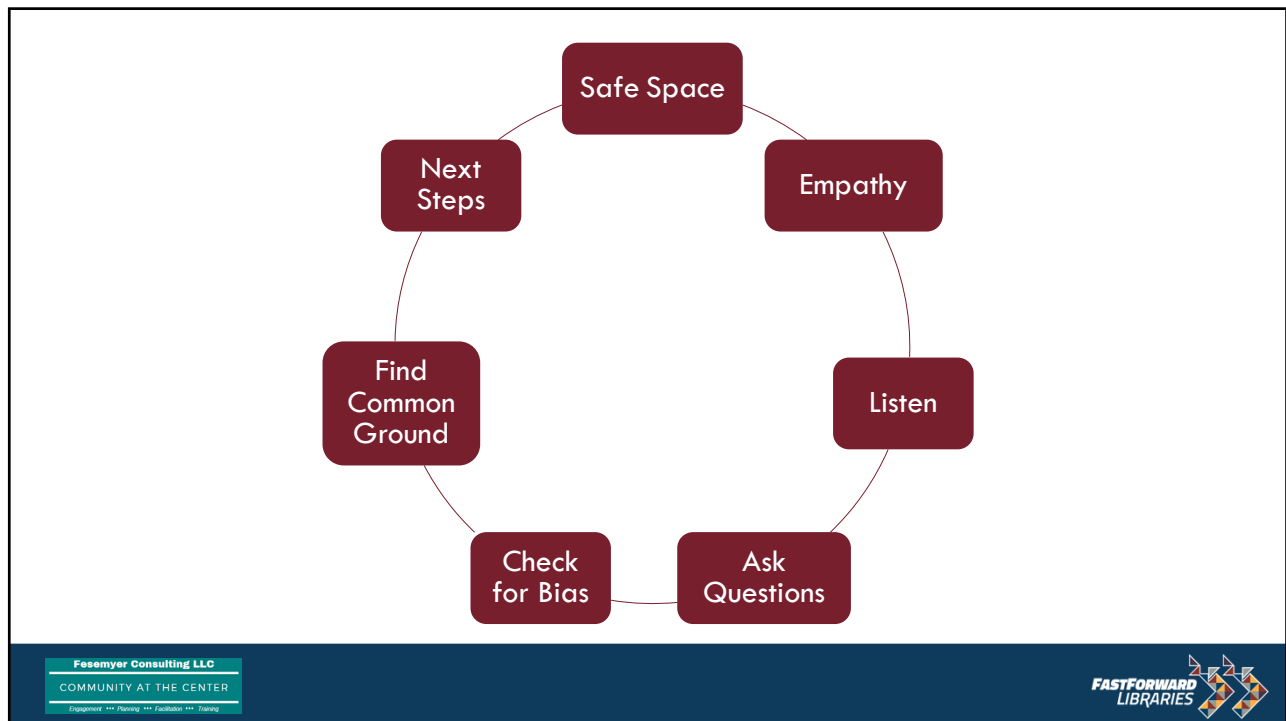
Debrief



What about when there is conflict??

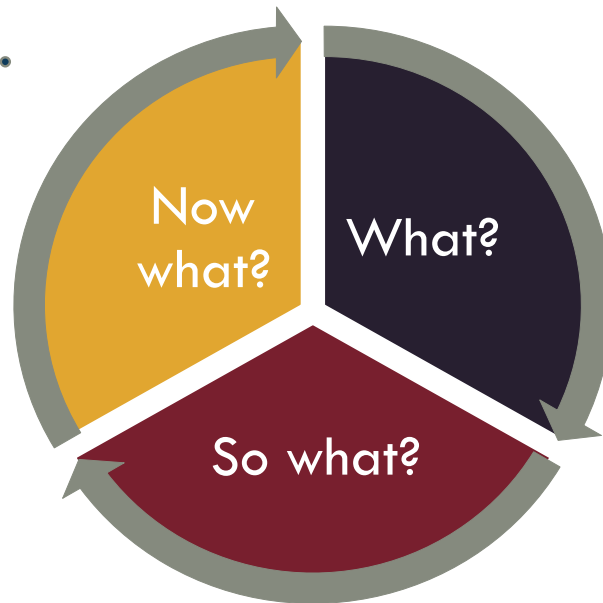
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Using a framework...

Adaptive Action



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Q & A

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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 -
https://www.ala.org/tools/sites/ala.org/tools/files/content/PPO_LTC_Fac_Guide%20-%20revised%20v3.pdf

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>

