

ICM RESOLUTIONS

Public Policy “Facilitation”

01 WHAT IS IT?	02 HOW'S IT DIFFERENT THAN MEDIATION	03 HOW DID IT EVOLVE?	04 HOW WE DID IT AND CURRENTLY ARE DOING IT	05 WHAT WE'LL KEEP POST-PANDEMIC	06 RESOURCES
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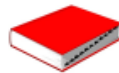
O1: What is It?



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02: How's it different than Mediation

Core Standards / Codes of Ethics	
MEDIATION Core Standards – OMA – http://www.omediate.org/pg61.cfm	FACILITATION Values/Code of Ethics – IAF – www.iaf-world.org
I. Self Determination	1. Client Service
II. Informed Consent	2. Conflict of Interest
III. Impartial Regard	3. Group Autonomy
IV. Confidentiality	4. Process, Methods & Tools
V. Process and Substantive Competence	5. Respect, Safety, Equity & Trust
VI. Good Faith Participation	6. Stewardship of Process
VII. Fees	7. Confidentiality
VIII. Ads and Solicitation	8. Professional Development
IX. Dual-Roles and Hybrid	
X. Mediation Practice	



OMA	IAF
<p>Mediation is defined in Oregon as "... a process in which a mediator assists and facilitates two or more parties to a controversy in reaching a mutually acceptable resolution of the controversy ...</p> <p>"Collaborative dispute resolution process".</p> <p>Does not include:</p> <p>(a) Contested case hearings; or</p> <p>(b) Meetings, outside of a collaborative rulemaking, in which a facilitator is used solely to lead an orderly meeting, manage an agenda or assist the group in accomplishing tasks and is not attempting to resolve a controversy ...</p>	<p>Facilitators are called upon to fill an impartial role in helping groups become more effective. We act as process guides ...</p> <p>Facilitation: is the use of a third party who is impartial toward the issues being discussed. A facilitator provides procedural assistance to group participants. She may enhance information exchange and promote effective decision-making. The facilitator may or may not be a member of the group involved in the discussions. The facilitator has no decision-making power.</p> <p>http://cnrep.org/documents/tools/Collaborative_Processes.pdf</p>

Don't forget our IAP² cousins
<https://www.iap2.org/mpage/Home>
<https://www.iap2.org/page/pillars>

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O3: How did it evolve?



1970's- 80's: And so it began

- Public Involvement (Tell)

1990's: Shift toward prevention against political and legal pushback

- Public Participation (Tell and Ask)

2000's: Collaborative Governance

- Collaborative Problem Solving / Recommendation Making Stakeholder Advisory Committees (SACs)

2010's: Moved Toward "Competitive" Governance," "Mediation vs. Facilitation," and "Pretend Public Participation?"

Is this real or is Sam just getting even older and more cynical than we thought?

2020's: Let's Take this Online and talk Racial/Social Justice in context of "Impartiality"

O4: a) How we did it and b) Currently are doing it

a) Pre-Pandemic

- 1) The same way we "mediated"
- 2) In-person, public place, with no confidentiality, and everyone watching, including the media
- 3) Printed handouts
- 4) "Worked" the breaks
- 5) Used seating placement to get folks talking informally
- 6) Little attention to cyber security
- 7) Read all non-verbal cues
- 8) Went to them vs. "come downtown"
- 9) Synchronous

b) Pandemic

- 1) Same
- 2) Same, but on Zoom and YouTube
- 3) All electronic with more surveys (e.g. <https://metroquest.com/>)
- 4) Lost the work during breaks
- 5) Lost that ability for efficient, informal relationship building
- 6) Which "virus" are you referring to?
- 7) Only read faces and vocal changes
- 8) Access to tech is an equity problem
- 9) Asynchronous

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05: What we'll keep Post-Pandemic

- 1) Virtual: How - Not If
- 2) The same way we mediated
- 3) In-person, public place AND Zoom with YouTube
- 4) Greater use of electronic handouts, virtual open houses, and small-group breakout rooms
- 5) More pre- and post-session 1-1s vs. working the breaks
- 6) More meeting time spent on building informal relationships
- 7) More attention to virtual security
- 8) Bigger and dual monitors to read the room for non-verbal cues
- 9) Zoom-Orama

06: Helpful Resources

- A) International Association for Public Participation (IAP²) Resources
<https://www.iap2usa.org/COVID-19-P2-Resources> on: Virtual Work and the "New Normal," Online Meetings, Online Public Engagement Tools, and Resources to help you stay Connected
- B) ABA 2021 Dispute Resolution Tech Expo (7-12 through 7/16)
<https://web.cvent.com/event/42648ba3-0a5c-4c50-8f2a-9e8543c92d58/summary>
- C) Engaging Virtual Meetings - John Chen

Thank You and feel free to contact me at SamImperati@ICMresolutions.com

