

DOI IN-HOUSE FACILITATION ROSTER

Overview and Description

Overview: The Department of the Interior (DOI), and all of its bureaus, depend upon managers and employees working efficiently together in groups and in teams to address the wide variety of issues and complex problems that face this diverse Department. Increasing workforce and budget constraints require us to work strategically and effectively to maximize effectiveness. . Facilitation by a third-party neutral is an effective tool to help manage meetings and conflict, empowers teams to operate at their full creative potential and promote dynamic group processes to maximize outcomes – and to work smarter, better and faster. An in-house roster of facilitators will serve DOI by providing high-quality process expertise as a low-cost, geographically available option. The roster will serve both internal work teams and meetings with external stakeholders, when appropriate.

Third-party neutral facilitation: Based upon our experience, bringing a third party neutral facilitator to assist a workgroup or team can be especially useful in a number of ways. First, it allows the team leads to focus on the substance rather than on the process for reaching the team's goals. Handing off that responsibility to a neutral party can free up the team leader to be a more active participant in addressing the team's substantive mission. Second, it can help to keep the process moving smoothly where there are conflicting interests, diverse opinions or interpersonal tension within group or team. Third, it can generate input from all views – especially when there is a wide range of participant backgrounds and perspectives associated with the workgroup or the team. And fourth, it can help when groups need assistance moving themselves forward on complex problems and are looking for new or creative tools/techniques to use.

CADR and IDRC responsibilities: The DOI Office of Collaborative Action and Dispute Resolution (CADR) is responsible for assisting in the placement of skilled, experienced third party neutrals in appropriate circumstances. This responsibility is carried out in conjunction with the Interior Dispute Resolution Council (IDRC) comprised of designated Bureau Dispute Resolution Specialists (BDRSs). As budget allows, DOI offices use neutrals from the private sector to provide impartial process assistance to any DOI bureau or office where their services are appropriate and well-matched. While DOI and some of its bureau have several experienced facilitators, CADR, the IDRC and bureau partners have found that requests and interest in using facilitators has gone beyond the existing informal capacity to provide the in-house service. Establishing and recruiting a roster of in-house facilitators within the Department could satisfy this growing need and demand in a cost effective manner.

In response to this demand, CADR and its bureau partners have worked collaboratively to design a roster of in-house facilitators. CADR will manage, monitor and evaluate the use of the roster for the benefit of all DOI bureaus and offices. CADR will provide training, guidance and assistance to roster members, and will also maintain, track, evaluate and report on the use of the roster.

Benefits of an In-house Roster:

- Facilitation service at a no cost except for travel and per diem.
- Broadens the pool of qualified facilitators from those already available to address the larger demand that exists.
- Establishes consistent and standard qualifications for in-house facilitators through CADR certification;
- Facilitators that are geographically distributed among the bureaus will reduce cost and increase accessibility to users;
- Makes Facilitators available who have organizational/cultural awareness, subject matter knowledge and skills relevant to their own bureaus, and inter-relationships between DOI organizational components.
- Facilitators at different skill/experience levels to meet the needs of the group and to offer opportunities for new facilitators to gain experience working with a more senior facilitator.

Roster Uses: The roster will mainly serve internal organizational and program needs. When appropriate, it could be used for short term, multi-party stakeholder/partner processes. The types of processes that could benefit from third-party facilitation include the following:

- Problem solving/decision making
- Project planning, review, and/or prioritization
- Process improvement
- Lessons Learned/Best Practices/After Action Reviews
- Strategic planning
- Focus/customer groups
- Organizational change
- Regulatory/policy development
- Innovation/creativity sessions
- Business reengineering
- Senior management meetings
- Meetings with external stakeholders

Document Attachments:

DOI In-house Facilitation Roster – Application and Selection Process

DOI In-house Facilitation Roster – Levels of Certification