

## **DOI IN-HOUSE FACILITATION ROSTER Application and Selection Process**

Expectations of roster members: Employees selected for the DOI facilitation roster will be trained to serve as impartial facilitators for DOI's bureaus and offices. Roster members will be required to maintain the highest ethical standards for facilitators. Roster members must have supervisory approval to devote a minimum of 20 hours of their time per year for Level One certification, a minimum of 40 hours of their time per year for Level Two certification and a minimum of 80 hours of their time per year for Level Three certification (see attached table). Up to 50% of the required facilitation hours can be completed for groups outside of DOI. Roster members must agree to accurately report information needed for tracking and evaluating the use of ADR processes.

### How to Apply

1. Fill out the application on page six of this packet and ask your supervisor and BDRS to sign application form.
2. Ask your supervisor and one colleague or former facilitation client to fill out recommendation checklist regarding personal qualities relevant to effective facilitation (a minimum of two recommendations required);
3. For new roster members, the roster certification process for basic certification requires a minimum of 32 hours of classroom education and training and evaluations from three co-facilitations. The 32 hour training requirement can be fulfilled through a class either offered or approved by CADR (that teaches the core competencies below) and must have been fulfilled within previous two years of application date.
4. After demonstration of completion of the 32 hours of basic facilitation skills training, you are required to do three co-facilitations with an experienced facilitator (level 2 or 3 certified facilitator). CADR will use the evaluations from the lead facilitator to make a decision on your certification.

All DOI permanent employees who have a strong interest in, and/or have been or are currently providing facilitation in their bureaus or offices should apply. If you have training and experience that you believe will satisfy the requirements for certification, please apply, even if you are not already recognized as an in-house facilitator. Applicants should possess the general personal qualities identified below, should demonstrate a serious interest, have the approval of their immediate supervisor to participate in all required training and developmental experiences, and should be able to commit at the requisite amount of time as noted above.

Final certification approval is determined by the BDRS and the Director of the DOI CADR Office. Applicants who don't meet the minimum standards will not be certified. All applicants will be considered without discrimination on the basis of any non-merit reason such as race, color, religion, gender, national origin, political affiliation, sexual orientation, marital status, disability, age or membership or non-membership in an employee organization.

### Personal Qualities Related to Effective Facilitation

- Self-confidence and self awareness
- Comfort with a range of communication styles and types of people

- Comfortable speaking in front of people
- Flexibility
- Patience
- Genuine respect different perspectives
- Ability to stay cool under fire
- Honesty and integrity
- Tact and diplomacy

Core Competencies Exhibited by CADR Certified Facilitators

- I. Neutrality
  - a. Demeanor
  - b. Demonstrating self-awareness
  - c. Demonstrating self-management
  - d. Serving the group
  
- II. Communication Skills
  - a. Paraphrasing/reframing
  - b. Summarizing
  - c. Asking appropriate questions
  - d. Note-taking
  
- III. Creating and Sustaining a Participatory Environment
  - a. Rapport-building/validating
  - b. Encouraging participation
  - c. Encouraging movement on issues
  - d. Noting non-verbal cues
  - e. Consensus building
  - f. Assisting in decision-making process
  
- IV. Managing Process
  - a. Understanding the participants' needs
  - b. Developing and using an agenda
  - c. Clarifying expectations
  - d. Demonstrating adaptability and flexibility
  - e. Guiding the development and exploration of options
  - f. Clarifying roles and responsibilities between meetings and in closing process
  
- V. Managing Conflict
  - a. Managing emotion
  - b. Naming critical issues
  - c. Identifying assumptions
  - d. Using interest-based problem solving

**DOI FACILITATOR ROSTER APPLICATION FORM**

(For candidate to fill out and supervisor and BDRS to sign – use as much space as needed)

**Name:**

**Bureau or Office:**

**Position - title, grade, series:**

**Duty Station/Location/Phone no.:**

**Email (provide fax # if without email):**

**Supervisor's Name/Title/Location/Phone no.:**

**Supervisor email (or fax # if without email):**

**Requested level of certification (per attached table) subject to approval:**

**Maximum % of time allowed by supervisor to work as a facilitator:**

**History of Training and Experience since 2001:**

**1. Relevant training taken** (names of courses, trainers, course hours, course dates):  
*Relevant training examples include: mediation, coaching, group dynamics, FACA, etc.*

**2. Facilitation work** (number of sessions, type and complexity of session, number of attendees, year occurred):  
*For example: three basic meeting moderator sessions, with 12 attendees at each, in 2010 and 2011.*

**3. Other related experience** (type, date, and location):  
*Related types of experience examples include: mediations, coaching sessions, group dynamic interventions, etc.*

**4. Understanding/knowledge of the culture of your bureaus, and inter-relationships between DOI organizational components.** (number of years employed by DOI, work with different bureaus or offices within agency, etc...)

**Please have your supervisor and BDRS approve and sign this application form.**

I approve of \_\_\_\_\_ (name of candidate) serving on the DOI/CADR Roster of in-house facilitators for a minimum of 20 hours/year for level 1 certification, 40 hours/year for level 2 certification and 80 hours/year for level 3. Any addition facilitation work will be at the supervisor's discretion.

Supervisor's signature: \_\_\_\_\_ Date: \_\_\_\_\_

BDRS Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Recommendation Checklist:**

Directions: Colleagues, supervisors or peers are asked to respond to the following statements by checking the column that best reflects your assessment of the nominee’s ability to demonstrate each skill.

Name of candidate facilitator: \_\_\_\_\_

Recommendation made by (circle one): supervisor, colleague, former client

<b>Assessment Statement</b>	<b>Absolutely</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>N/A</b>	<b>Comments</b>
Self-confidence and self awareness					
Comfort with a range of communication styles and types of people					
Comfortable speaking in front of group					
Flexibility					
Patience					
Genuine like and respect for people					
Ability to stay cool under fire					
Honesty and integrity					
Tact and diplomacy					

Additional Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Submitted by: \_\_\_\_\_  
 (Print full name)

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_