



CIVIC ENGAGEMENT TRAINING SERIES

Schedule Overview

SCHEDULE AT A GLANCE

- April 3, 1 – 5 p.m. | **Breaking Out of the Permission Zone**
- April 7, 12:30 – 4:30 p.m. | **Building Trust**
- April 11, 8 a.m. – Noon | **Powerful Questions in Engagement**
- April 21, 8 a.m. – 4:00 p.m. | **World Café**
- April 25, 8 a.m. – Noon | **Foundations: For Engagement Practitioners**
- May 4, 8 a.m. – 2 p.m. | **Stakeholder Analysis**
- May 16, 8 a.m. – Noon | **Facilitating Conflict**
- May 26, 8 a.m. – 4 p.m. | **Designing for Civic Engagement Events**
- May 31, 8 a.m. – Noon | **Foundations: For Managers and Supervisors**
- June 7, 8 a.m. – Noon | **Maintaining Buy-In and Accountability**
- June 14, 1 p.m. – 5 p.m. | **Foundations: For Senior Agency Leaders**
- June 19, 8 a.m. – Noon | **Evaluation in Community Engagement**
- **Register here:** <https://mn.gov/mdhr/news-community/diversity-inclusion/training-series.jsp>. A small cost is associated with each session.

TRAINING SESSION DETAILS

Core Skills in Community Engagement

March 20, 8:00 AM – noon

Trainers: SDK Communications

Cost: \$75

Location: Office of Higher Education

Community engagement principles applied to daily work can help bridge differences and increase employees' effectiveness on a daily basis. This training would cover three core skills of community engagement that each state employee can begin practicing from day one. Training would include practice exercises, as well as skills presentations and take away tip sheets.

Breaking Out of the Permission Zone

April 3, 1 – 5 p.m.

Trainers: Wilder Foundation

Cost: \$75

Location: Freeman Building, B145

A common challenge in community engagement is creating a space in which community members feel comfortable enough to authentically engage and collaborate. We live in a society in which we are often taught to defer to the “expert” or “authority” in the room, looking to them for “permission” or validation on the “right” way to engage. This “Permission Zone” can be detrimental to community engagement efforts that seek to authentically hear from and work with community members. This session will help participants better understand how the Permission Zone shows up in their work, and will equip them tools and techniques to help them work through this common challenge.

Building Trust

April 7, 12:30 PM – 4:30 PM

Trainers: The Hypatia Group

Cost: \$75

Location: MnDOT Training Center (Shoreview), Room 1

Participants in this training will learn about the role and importance of building trust and how it is vital to achieve authentic community engagement and equitable outcomes. This session is research based and will cover these critical aspects of trust building:

- *Mutual respect*
- *Building relationships*
- *Ethical behavior*
- *Engagement of individuals, groups and communities in common, aligned efforts*
- *Effective communication*
- *Stakeholder expectations*
- *Transparent processes*
- *Teamwork*

Participants will develop strategies and practical skills through a variety of small and large group activities.

Powerful Questions in Engagement

April 11, 8:00 AM – noon

Trainers: Side by Side Associates, Partners in Community Building

Cost: \$75

Location: Admin Building, Room 116B

Powerful questions focus on what is meaningful for the participants, trigger our curiosity, and invite us to explore further. Asking the right question is the most effective way of opening up a conversation and keeping it engaging. Powerful questions are also a way to promote inclusion and engagement, and can offer opportunities for strategic clarification, exploration and action.

This session will explore the why, what and how of identifying and asking powerful questions in civic engagement.

Participants will get hands-on experience and the opportunity to apply the content to their own situations.

World Café

April 21, 8:00 AM – 4:00 PM

Trainers: Meadowlark Institute

Cost: \$150

Location: MnDOT Training Center (Shoreview), Room 1

The World Café is a method for creating a living network of collaborative dialogue around questions that matter in real life situations. It does so with an interactive process, usually involving small table conversations, and with the use of powerful questions to generate the conversations and surface themes and patterns that are illustrative of the wisdom, knowledge and collective intelligence in the room.

This one-day workshop on World Café offers an in-depth exploration of the 7 principles of World Café, paying attention to crafting questions (the Art of Powerful Questions). This workshop is very helpful for those who have been hosting World Cafes or plan to host one and want to explore more fully the nature and power of the methodology. There will be a review of harvest methods (report outs) and an opportunity to experience various forms of opening a World Café.

Foundations of Community Engagement: For Engagement Practitioners

April 25, 8:00 AM – noon

Trainers: Nexus Community Partners

Cost: \$75

Location: DEED

This training is tailored towards engagement practitioners and will be designed to deepen their knowledge, broaden their perspectives, and sharpen their skills as they explore the potential for community engagement in their work. During the sessions, we will define what community engagement is (and what it is not), the impact that it has, and the challenges that arise (within the institution and in the community) when doing community engagement work. Furthermore, participants will learn what they need out of one another in order to do community engagement work.

Stakeholder Analysis

May 4, 8:00 AM – 2:00 PM

Trainers: SDK Communications

Cost: \$115

Location: MHFA – State Street Conference Room

Engaging stakeholders effectively requires both smart analysis of who should be engaged and careful planning to nurture each relationship. This training will equip state employees to analyze constituencies and plan for stakeholder engagement. The training will include an overview of why the stakeholder mix for programs is changing; and dig deep to define stakeholders -- what the term means, why stakeholders matter to policy, program or project success, and how stakeholders impact example projects. From this starting point, the training will provide step-by-step instructions for narrowing in on policy/program/project stakeholders and researching additional stakeholders or considering nontraditional stakeholders. Case-based exercises will allow participants to test these ideas and planning tools with small group exercises.

Facilitating Conflict

May 16, 8:00 AM – noon

Trainers: The Hypatia Group

Cost: \$75

Location: MHFA – State Street Conference Room

This session is designed to give participants real world skills in identifying the foundational elements of conflict. Participants will understand the influencers of cultural communication and will learn research-based approaches to improving cross-cultural communication, and resolving conflicts.

The course will examine the roles of the following key elements in conflict:

- *Individual background*
- *Differing cultures*
- *Situations and contexts*
- *Issue*

Participants will use personal assessment to determine their personal conflict style. In addition, they will develop strategies for improving intercultural communication and conflict resolution through small and large group activities.

Designing for Civic Engagement Events

May 26, 8:00 AM – 4:00 PM

Trainers: Meadowlark Institute

Cost: \$150

Location: MnDOT Training Center (Shoreview), Room 4

Whether you are planning a staff meeting, strategic planning or change process, a community engagement event or any other planning need you may have, you can put it through this framework and find yourself and your team thinking differently about what you need to tend to. Drawing on the chaotic stepping stones, this one-day workshop is the opportunity to work through every aspect of a plan for a new or ongoing idea or initiative in small groups. During the

workshop about ¼ of the participants will have an opportunity, as a team leader, to plan an event, activity, process, meeting, etc. and the remaining participants will serve as team members to the various team leaders. Everyone will learn how to use the methodologies through this experiential approach.

Foundations of Community Engagement: For Managers and Supervisors

May 31, 8:00 AM – noon

Trainers: Nexus Community Partners

Cost: \$75

Location: DEED

This training is tailored towards managers and supervisors and will be designed to deepen their knowledge, broaden their perspectives, and sharpen their skills as they explore the potential for community engagement in their work. The session will provide a community engagement framework for participants to analyze their current engagement efforts as well as problem solve issues specifically related to being managers and supervisors. Furthermore, participants will learn what they need out of one another in order to do community engagement well.

Maintaining Buy-In and Accountability

June 7, 8:00 AM – noon

Trainers: Side by Side Associates, Partners in Community Building

Cost: \$75

Location: Freeman Building, B144

Authentic civic engagement requires stakeholder buy-in. And without mutual accountability, buy-in cannot be maintained. Good intentions are not enough. If we are serious about authentic engagement, we must get serious about accountability. This session will explore the meaning and importance of buy-in and accountability, the barriers to achieving it, and promising practices for building buy-in and accountability with communities and stakeholders. Participants will share their own experiences and have the opportunity to apply session content to their own situations.

Foundations of Community Engagement: For Senior Agency Leaders

Trainers: Nexus Community Partners

Cost: \$75

Location: DEED

This training is tailored towards senior leadership at agencies -- Commissioners, Deputy Commissioners, Assistant Commissioners, Chiefs of Staff and Division Directors -- and will be designed to deepen their knowledge, broaden their perspectives, and sharpen their skills as they explore the potential for community engagement in their work. The session will provide a community engagement framework for participants to analyze their current engagement efforts as well as problem solve issues specifically related to being in senior leadership. Furthermore, participants will learn what they need out of one another in order to do community engagement well.

Evaluation in Community Engagement

June 19, 8:00 AM – noon

Trainers: Wilder Foundation

Cost: \$75

Location: MHFA – State Street Conference Room

Community Engagement is both a process and an outcome in itself. As we think about evaluation in Community Engagement we must consider both the depth and authenticity of the engagement as well as the impact of that engagement. If done effectively, Community Engagement should be a learning process for all involved – both the community members and the systems who are engaging them should be growing and changing. Measuring the impact of this growth requires flexible, iterative evaluation processes. This session will invite participants to think about bringing an evaluative lens to community engagement projects, as well as how to collaborate with community in designing evaluations that feel meaningful.