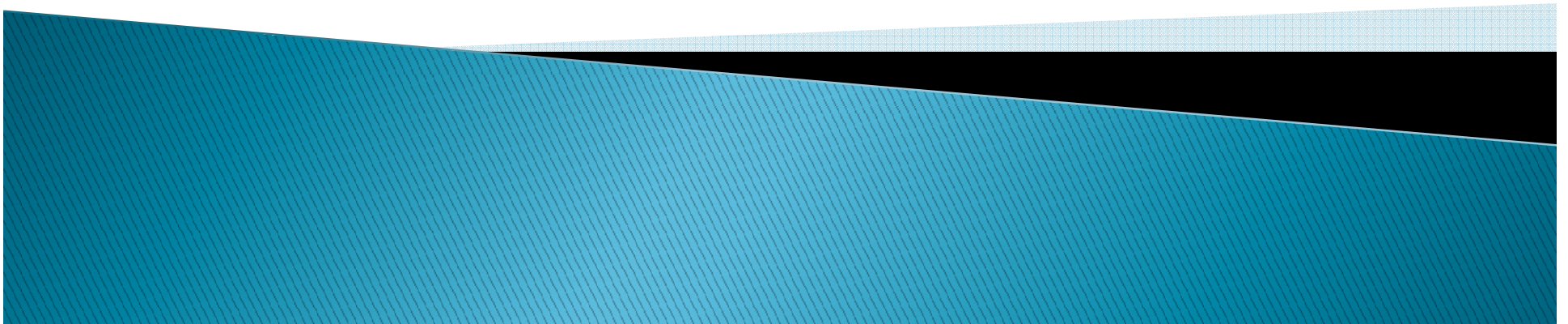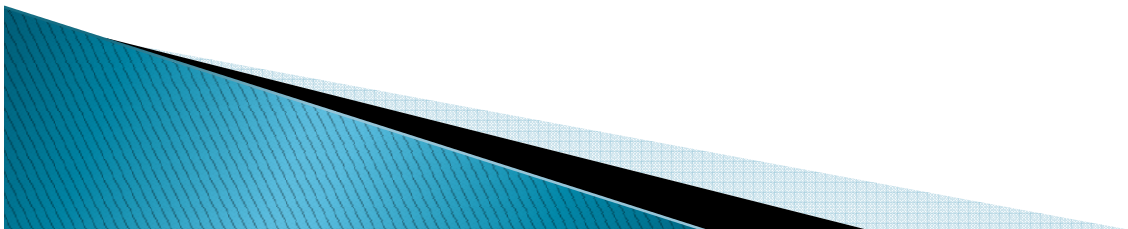# facilitating to move access services forward

techniques for engaging staff

Don't worry, we're not creating a strategic plan today!

- Strategic Planning at the UofA
- Appreciative Inquiry
- Facilitation Techniques
- Let's do it together!

Strategic Planning at UofA

- 2011 UALibraries hired strategic planning consultants:
  - George Needham – Library Strategist
  - Joan Frye Williams – Library Futurist
  - georgeandjoan.com

- Created Facilitation Team

- Facilitation team gained skills to lead library staff through appreciative inquiry method
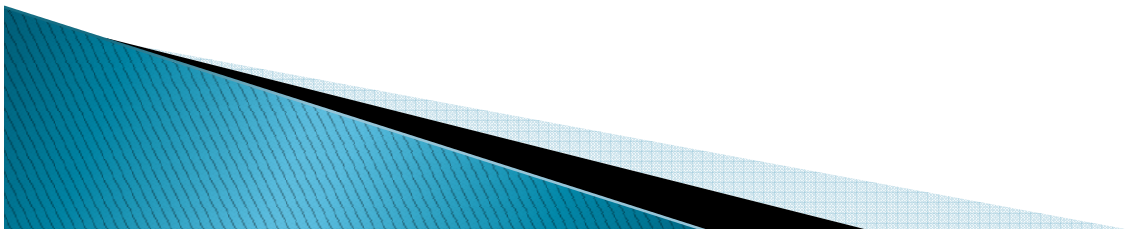
Appreciative Inquiry

▸ Focus on what is working well

▸ Justine Wheeler, University of Calgary:
  ◦ "Focusing on the Positive: Using Appreciative Inquiry Methodology to Assess and Plan"

Establish Ground Rules

Time Management

Listening & Thinking

Time to Reflect

Round Robin Approach

- Generates lists of ideas
- Small to medium-sized groups
- Requires someone to record responses
- Flip chart is ideal
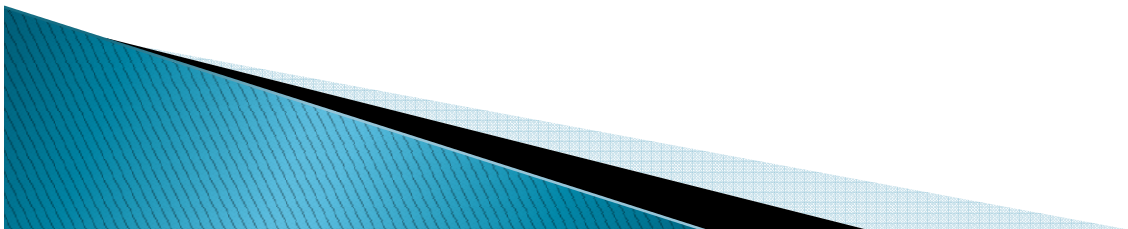
Round Robin (Cont'd)

- Question – ensure clarity
- Amount of time – reflecting/writing, discussion, and review
- Volunteer to start – one idea
- Go around the table and repeat
- Review ideas and discuss common themes
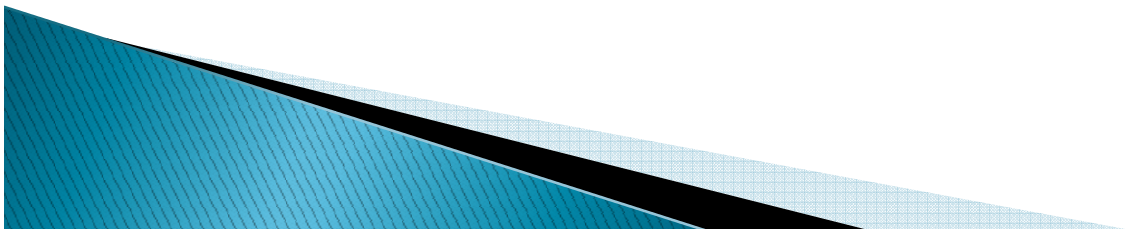
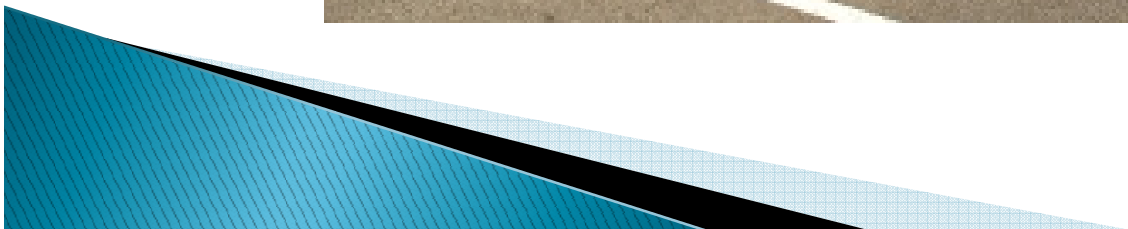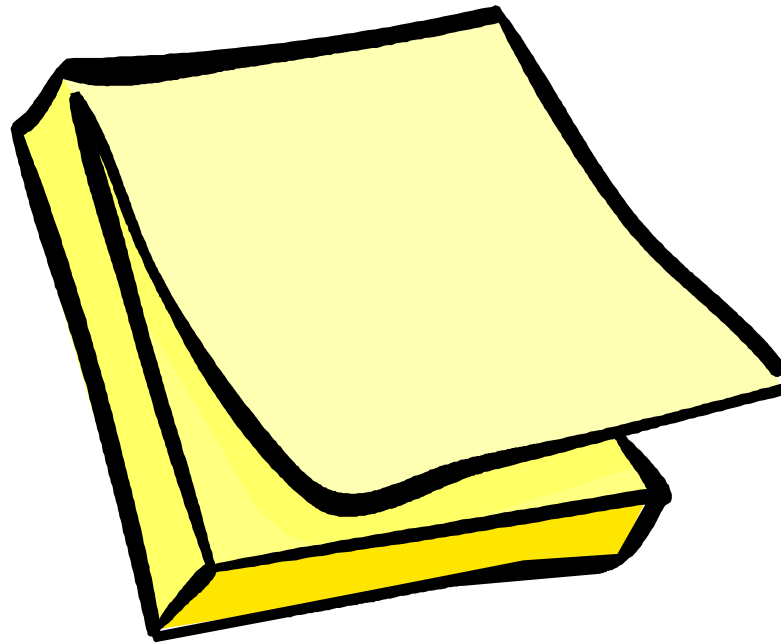# Keep it Moving

Parking Ideas

So simple…

Visualize

Organize

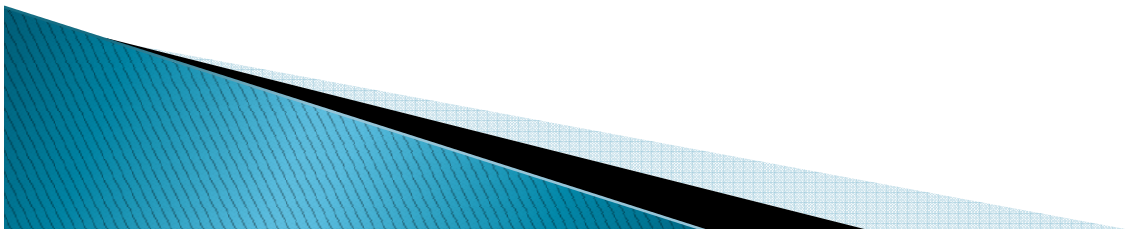photo credit: karola riegler photography via photopin cc

Map

Have fun!

Grouping Like Things Together

Clumping / Post-it Note Approach

- Generate grouped ideas/themes
- Smaller groups
- Lots of Post-it notes
- Felt pens
- Flip chart paper works well, wall does too.

Clumping Cont'd

- Question – ensure clarity
- Amount of time – reflecting/writing, gathering/grouping, and review
- One idea per Post-it note
- Gather Post-it notes on flip chart/wall
- Participants participate in grouping
- Identify categories for groupings
- Review/discuss
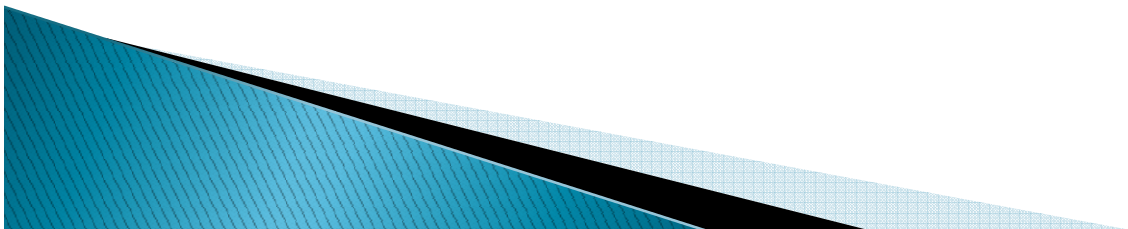
Let's give it a try!

- A. What does your department do really well?

- B. What opportunities do you see that will help you meet your users' needs?

- C. Reflect on a general work day, where do you see yourself having the greatest impact?
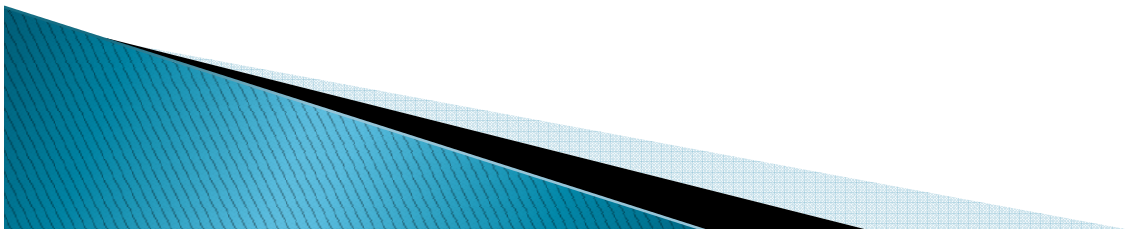
Thank you!!!

CJ de Jong
University of Alberta Libraries