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”

Some days, the best thing about my job is that my chair spins.

[Someecards user card]
Establish Ground Rules
Time Management
Listening & Thinking

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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

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Parking Ideas
So simple...
Visualize
Organize

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Map

photo credit: michaelcardus via photopin cc
Have fun!

photo credit: Scott Ableman via photopin cc
Grouping Like Things Together

One of these things is not like the other....
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!!!

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