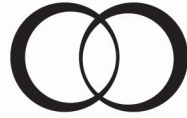


## **In-Service Education Programs for O.S.P.I. Clock Hours**

Pursuant to WAC 181-85-045, the Board of Directors of the Dispute Resolution Center of Thurston County is requested to review the following training program information and approve this program as meeting the standards set forth in WAC 181-85-200 in regard to 1.) learning objectives and 2.) program agenda with topics, presentation days and times, and names and qualifications of instructors.

If this material meets with your approval, please note this in your meeting minutes and provide a copy of those minutes to our Business Manager for our record.



# **Dispute Resolution Center OF THURSTON COUNTY**

## **FACILITATING EFFECTIVE MEETINGS Training Overview**

The purpose of this training is to provide an introduction to and basic foundation in the concepts, processes, and skills for designing and facilitating large group meetings.

Participants will learn to implement a four-part model involving: reaching process agreements, gathering information, exploring options, and developing substantive action plans. The role of facilitator, recorder, and spokesperson are used in this model to provide process leadership and help all stakeholders participate in productive team-building and collaborative problem-solving.

This training is highly interactive and involves short lectures, demonstrations, and simulated skills practice with instructor feedback.

# Facilitating Effective Meetings Training - AGENDA

## DAY 1

**8:00 Welcome! Introductions and Overview of the Course**

**8:30 Module 1, Styles of Relating**

Styles of Relating Exercise  
Conflict Styles and the Conflict Belief Cycle

**9:30 Module 2, Working with Groups**

Group Dynamics and Team Building Functions

**10:15 BREAK**

**10:30 Module 3, Listening and Surfacing Interests**

Active Listening Skills  
Issues and Interests  
Reframing  
Finding the "Third Way" Stories

**12:00 Lunch**

**1:00 Module 4, Meeting Roles**

Role of the neutral facilitator  
Ethics  
Other roles

**1:45 Effective Meetings Model Overview**

Keys to Effective Meetings  
Types of Meetings  
Four Components of Any Effective Meeting and the Satisfaction Triangle  
Meeting Model Overview

**2:00 Module 5, Pre-Meeting Activities**

Identify Purpose, Roles and Key Players  
Assess for Issues and Interests: Levels of Conflict / Areas of Conflict  
Identify Prior Decision Making Methodology  
Boundary Management: Who makes the decisions  
Agenda Formation  
Invitations, Materials and Room Set-Up  
Analyzing Room Arrangements

Systems Context for Meetings: Group Exercise

## **DAY 1 (Continued)**

**3:00 BREAK**

### **3:15 Module 6, Meeting Activities**

- Process Agreements
- Agenda Formation and Prioritization
- Addressing the Agenda Items
  - Information Gathering
  - Discussion and Exploration of Options
  - Decision Making
- Next Steps
- Meeting Evaluation

### **4:00 Module 7, Decision Making Models**

- Structures
- Uses and Abuses of Parliamentary Procedure
- Consensus vs. Majority Rule, A comparison of 2 very different models
- The Consensus Model
- “Sense of the Meeting” Tools

### **4:45 Evaluations and Closing**

## **DAY 2**

**8:00 Welcome! Questions and Overview of the Day**

**8:15 Module 8, Power Dynamics**  
Human Bingo  
Strategies for Balancing Power

**9:00 Module 9, Facilitator Skills**

Advanced Communication Skills Lesson and Exercise  
(question, normalize, summarize, fractionalize, confront, coach)  
Divergent and Convergent Group Movement

**9:45 Module 10, The Tool Box**

Brainstorming, icebreakers, talking stick, small groups, suggestion circles, evaluation matrix, Q&A, Individual think time, homework, n/3 voting, breaks, making it fun-sharing food and celebration, appreciations, check-ins, parking lot, fishbowl, time outs, threshing sessions, negative voting, gripe session, why care list, Lasso, shufflers, use of committee work, sticky dots for prioritization, post it notes to categorize issues, thumbs or 5 fingers, closing activities, etc, etc, etc

**10:15 BREAK**

**10:30 Module 11, Dealing with Difficult Behaviors**

Difficult Behaviors  
Worst Fears  
The Bogart Exercise

**12:00 LUNCH**

**1:00 Preparation for Facilitation Practice**

**1:15 Facilitation Practice, Round 1**

**2:45 BREAK**

**3:00 Facilitation Practice, Round 2**

**4:30 Debrief, Closing and Evaluation**

# Oriana Noël Lewis

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The Dispute Resolution Center of Thurston County

(360) 956-1155

[onlewis@mediatethurston.org](mailto:onlewis@mediatethurston.org)

## **SUMMARY OF QUALIFICATIONS**

- Excellent facilitation, mediation, and conflict-resolution skills.
- Comprehensive experience providing exceptional training and curriculum design.
- Professional expertise managing a variety of community wellness programs, including staff supervision, quarterly goal setting, and budgeting.

## **WORK EXPERIENCE**

**Training Manager**, *Dispute Resolution Center of Thurston County*, Olympia, WA

July, 2017 – present; October 2008 – April 2015 [www.mediathurston.org](http://www.mediathurston.org)

- Coordinated, designed, and delivered basic and advanced mediation and conflict-resolution training to over 300 potential and current mediators per year.
- Taught meeting facilitation, communication skills, collaborative negotiations, and managing cross-cultural conflict to the public, non-profit organizations, private businesses, and state agencies; about 20 different entities per year.
- Mentored and coached apprentice mediators in to being Certified Mediators.
- Contributed to the agency's organizational development within a cooperative business structure.

**Curriculum Specialist**, *HRC4, WA State Department of Corrections*, Lacey, WA

April 2015- October 2015, August 2016 - July 2017 [www.doc.wa.gov](http://www.doc.wa.gov)

- Develop curriculum and training materials for all agency staff including core academies, new employee orientation, and annual in-service training.
- In collaboration with a team of designers, instructors, and stakeholders, sustain the integrity, accuracy, and continuous quality improvement for all agency training curricula through evidence-based research, observation and feedback as well as evaluations.
- Coordinate and manage the delivery of training in accordance with established policies and procedures, as requested.

**Organizational Development Consultant**, *private practice*, Olympia, WA

April 2007 – present

- Mediate with Board of Directors, staff, volunteers, and constituents; including Breitenbush Hot Springs Retreat Center (2011-present), Garden Raised Urban Bounty (GRuB, 2014), Woodard Lane Co-Housing (2012), and Olympia Food Coop (2010).
- Facilitate strategic and business planning; notable clients include Olympia Arts Alliance (2015), Pizza Klatch (2013), Kokua (2012), Partners in Prevention Education (2008), and Feminists in Self-Defense Training (FIST, 2007).

- Provide one-on-one conflict-resolution coaching for key staff in businesses, state agencies, and educational institutions.

**Learning Solutions Manager**, *WA State Department of Enterprise Services*, Olympia, WA  
October 2015- July 2016 [www.des.wa.gov](http://www.des.wa.gov)

- Managed classroom learning within 200+ enterprise-wide mandatory and voluntary courses including applying evidence-based adult-learning methodologies, ensuring curriculum fidelity, and maintaining quality control.
- Ensured courses for state, city, municipalities, and tribal employees relate to entities' business strategies including facilitating stakeholder consultations and conducting conflict-resolution.
- Participated in unit and division-wide human resources workplace and performance efforts.
- Developed and delivered curriculum and training materials for select training.
- Supervised seven staff responsible for contracting with 35+ vendors, coordinating open enrollment courses for 15,000 class participants, and coordinating 250+ single agency agreements annually for training, included managing operations at the 6-classroom DES Training Facility and a responsibility for raising at least \$300,000 in funds annually.

**Interim Executive Director**, *Rainbow Center*, Tacoma, WA  
April 2007 - May 2008 [www.rainbowcntr.org](http://www.rainbowcntr.org)

- Provided exemplary leadership for the South Sound Area Gay, Lesbian, Bisexual and Transgender (GLBT) Community Center through facilitating committee successes, cultivating donor relations, promoting political advocacy, and conducting grant solicitations.
- Prepared and approved all publicity including four newsletters per year, weekly web updates, and all promotional materials.
- Managed day to day administration, board relations, program development, and finances including raised over \$100,000 in nine months.

**Sexual Assault Program Coordinator**, *Office of Crime Victims Advocacy*, Washington State Department of Community, Trade and Economic Development, Olympia, WA  
October 2005 - March 2007 [www.ocva.wa.gov](http://www.ocva.wa.gov)

- Participated on a multi-disciplinary team designing and implementing statewide best-practice sexual assault service provision.
- Negotiated, compiled, and monitored state contracts with fourteen counties for the provision of sexual assault services including providing technical assistance to contractors on service provision, contract compliance, and state laws.
- Created and maintained systems ensuring contractor fiscal accountability for a 12 million dollar budget.

## **LEADERSHIP AND COMMUNITY SERVICE**

- **Dispute Resolution Center of Thurston County**, Olympia, WA (January 2000 - present) Volunteer mediator for family, landlord/tenant, teen/parent, work-place, and Restorative Justice mediations. [www.mediatethurston.org](http://www.mediatethurston.org)
- **Yoga Instructor**, Olympia, WA (October 2012 - present)
  - Provide one-on-one private yoga instruction.
  - Provide weekly “Beginning Yoga for Corrections Staff”, October 2016- present
  - Provided weekly Hatha Radiant Health yoga instruction from October 2013- April 2015 at the *Yoga Loft*, [www.yogaloft.biz](http://www.yogaloft.biz)
  - Provided weekly Hatha Radiant Health yoga instruction from December 2012- August 2013 at *Wild Grace*, <http://www.wildgracearts.com/>
  - 200-Hour Register Yoga Instructor with nationally recognized Yoga Alliance.
- **Resolution Washington**, WA (April 2010 – April 2015) Member of statewide coalition to create and maintain standards and best practices for mediation and conflict-resolution services. [www.resolutionwa.org](http://www.resolutionwa.org)
- **International Trauma Treatment Program, Olympia, WA** (October 2008 – April 2015) Faculty member providing guidance and learning on mediation and conflict-resolution provision for people in war-torn areas. [www.ittp.org](http://www.ittp.org)
- **Gender Variant Healthcare Project**, Olympia, WA (June 2001 - September 2006) Founder and working board member providing education and resources for healthcare providers on treating gender variant patients.

## **EDUCATION**

Smith College, Northampton, MA, B.A. in Government/Pre-Law, received in January 1997. <https://www.smith.edu/>

School of Embodied Energetics, Olympia, WA, Certified Practitioner in 2018. <http://www.awakeningtowholeness.com/>

## **SKILLS**

- Competent in both independent and team-oriented approaches to task completion.
- Adept at office administration and data management; excellent organizational skills including record keeping, report preparation, and billing.
- Extensive experience managing volunteers and staff.
- Exceptional public speaker.
- Proficient in Microsoft Office; Word, Access, Excel, Publisher, PowerPoint, and Outlook.