



Community Engagement Conversations

Facilitation

May 6, 2025



Welcome!

Introduce Yourself in the Zoom chat

- Name
- Pronouns
- Agency / Organization
- *What is one facilitation activity you really enjoy?*

Grounding



Welcome!

Group Agreements

- Listen for understanding, not disagreement
- Consider the opinions and experiences of others
- Bring a spirit of experimentation and creativity
- Step up, step back (take turns speaking, make room for others to speak)
- Have fun

What is MAPC?



The Metropolitan Area Planning Council (MAPC)

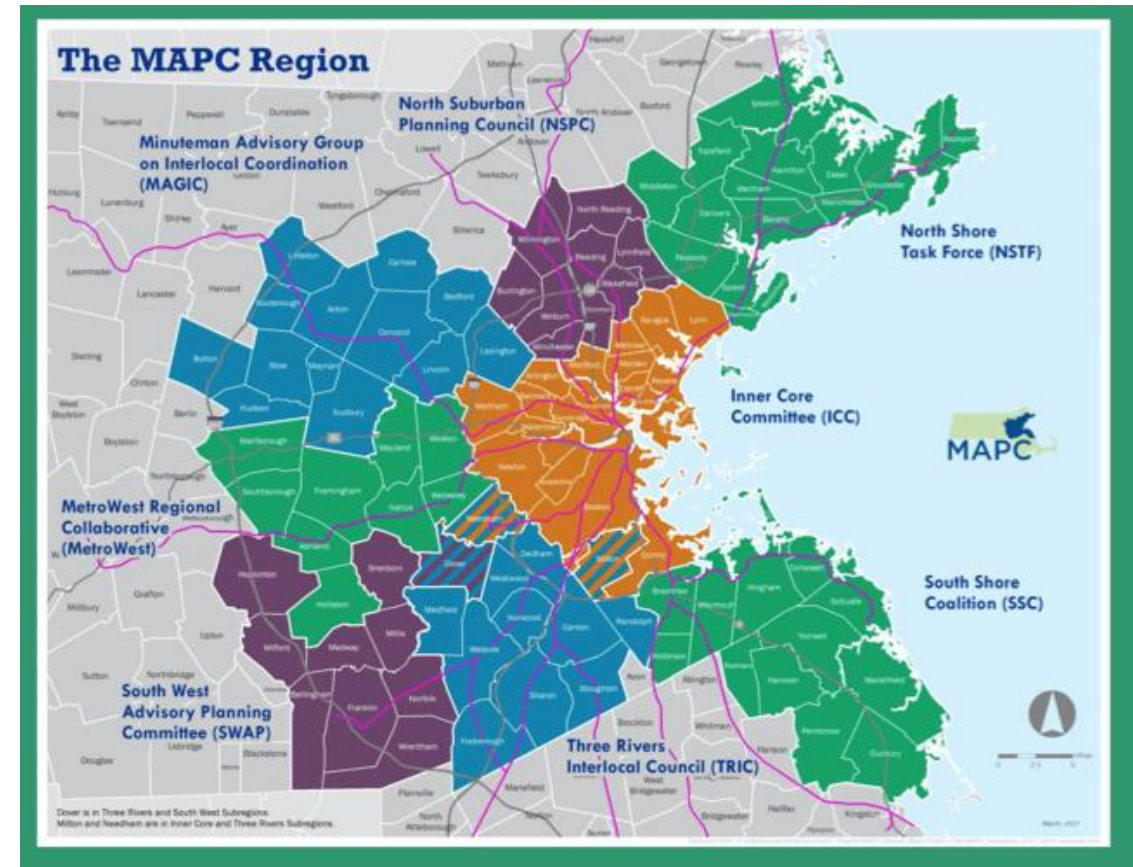
is the regional planning agency serving the people who live and work in the 101 cities and towns of the Metropolitan Boston region.

Our Mission:

We work toward a more equitable, sustainable, collaborative, and climate resilient future for the people who live and work in Greater Boston.

Areas of Work:

arts and culture, clean energy, climate, community engagement, land use planning, economic development, environment, housing, public health, public safety, transportation, public procurement



Welcome!

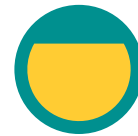
Agenda



Introductions
and
Overview



Overview of
Facilitation



Facilitation in
Community
Engagement

*Breakout
Discussion and
Reflection*



Closing and
Thank You

Community Engagement Conversations



Objectives for This Series:

- Create a space for attendees to share barriers they face around community engagement
- Gain a group understanding of community engagement principles, strategies, and frameworks
- Introduce participants to MAPC Community Engagement Team and how they can support your work

Objectives for Today's Session:

- Understand what facilitation is what its key elements are
- Understand how facilitation fits into the Community Engagement Process
- Introduce facilitation tools

Facilitation Overview



What is Facilitation?

"Facilitation is making it as easy as possible for groups of people to do the hard work of dreaming, planning, visioning, and organizing together."

—*“Holding Change”, adrienne maree brown*

Trust is the Foundation

Our work as facilitators is to help every group find ways to generate intimacy, deepen relationships, and learn respect for each other. Each connection between two people in the room is a thread, and as they connect, the group can weave into a fabric strong enough to hold the collective through change and crisis. If there's no conversation possible at the level of pairs, there will be no conversation possible for the whole room.

—“Holding Change”, adrienne maree brown

Phases of Facilitation

Pre-work

Understanding
Participants

Meeting Objectives

Agenda and Activity
Design

During

Building Relationships

Managing Power Dynamics

Managing Participation

Consensus Building

Conflict Resolution

Post-Work

Document

Evaluating

Reporting Back

Pre-Work

Meeting Objectives

- What is the goal of the facilitation?
- What are the conversations that should be had?

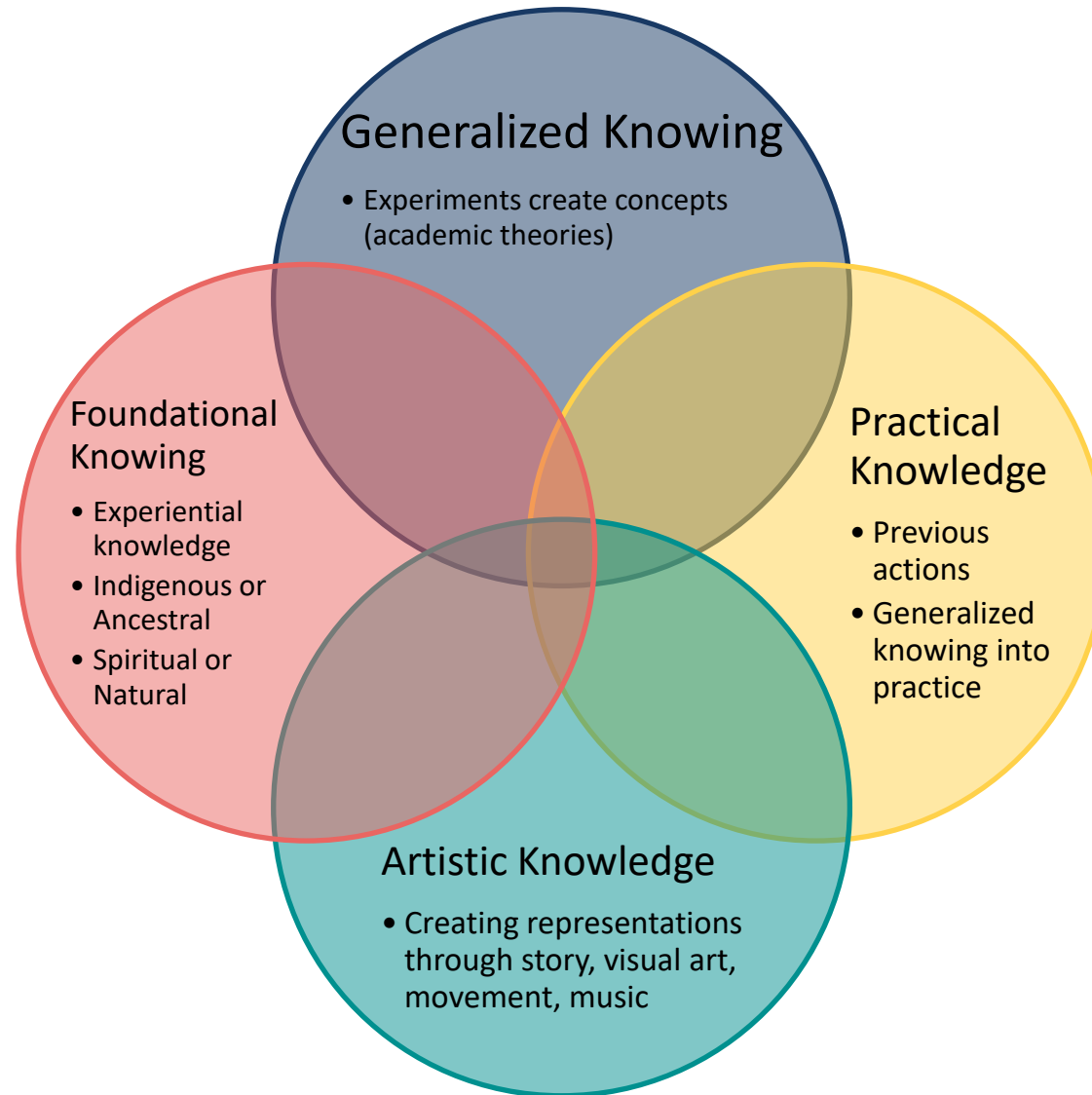
Understanding Participants

- Who will be in the room?
- What are dynamics of the space?
- Is there tension or history you should be aware of?

Container Design

- What activities work best?
- How much time do you have?
- What would the room look like?

Designing for Multiple Ways Knowing and Engaging



(Nonprofit Quarterly, 2017)

During

Building Relationships

- Ice Breakers
- Pair Shares
- Small group discussion
- Soul Train Showcase
- Food

Managing Participation

- Group Norms
- Activities Where Everyone Participates

Managing Power Dynamics

- Name it
- Group Norms
- Activities Where Everyone Participates
- Build Relationships

Consensus Building

- Whole Group Involvement
- Opening, Narrowing, Closing
- Identifying Underlying Values
- Identifying Commonalities

Conflict Resolution

- Group Norms
- Check in with group
- Clarify what is agreed and not agreed
- Clarify what is needed to change

(Interaction Institute for Social Change, 2018)

Post Event



Document

- Take Photos
- Type up written activities
- Consolidate notes

Report Back

- How will information be shared back with participants?
- What are next steps?

Evaluate

- Did you reach your objectives?
- What worked?
- What didn't?

Facilitation In Community Engagement



Questions for CE Facilitation

How are you
building
relationships?

How are you
navigating your
positionality?

What are your
areas of
inquiry?

Pre-Work: Community Engagement Process

KEY:
 \$ - BUDGET  - LANGUAGE ACCESS.  - MATERIALS
 - TIMELINE  - TECHNOLOGY & REMOTE TOOLS



Community Engagement Process and Facilitation



- What can community engagement achieve that other methods can't?
- What are our objectives for engagement?
- What are our community needs, assets, and dynamics we should be aware of?
- Who needs to be engaged?
- What are our constraints?
- What relationships need to be built?
- How can we best meet our objectives accommodating the landscape and our own constraints?

Your Turn: Experience Sharing



2 minutes

Silent Reflection

- Grab a blank paper or open a text doc.
- How have you approached facilitation in your work? What tools do you use?

10 minutes

Small Group and Share

- Take 3 minutes to introduce yourselves.
- Then, share what your facilitation approach and toolkit.

Breakout Group Debrief

Respond to the following questions in the Zoom chat:

- What came up in your breakout?
- What facilitation tools would you like to elevate?
- What questions or reflections do you have about facilitation?

Revisiting: Tools in Used

- **Icebreakers**
- **Grounding**
- **Group Agreements**
- **Meeting Objectives**
- **Breakouts**
- **Reflection question**
- **Evaluation**

Reflections on Today's Session

Today's Objectives

- Understand what facilitation is what its key elements are
- Understand how facilitation fits into the Community Engagement Process
- Introduce facilitation tools

Closing Questions:

- Something that squared up, or affirmed, what I already know?
- Something that changed my thinking or is new knowledge?
- Something that has me thinking in a new direction that I will take forward by applying or learning more about?



Please complete our feedback survey!

Reach Out – We Can Help

Services

- Development of Community Engagement Strategies
- Facilitation
- Strategic Coalition, Partnership, and Network Development
- Creative Engagement

Trainings and Workshops

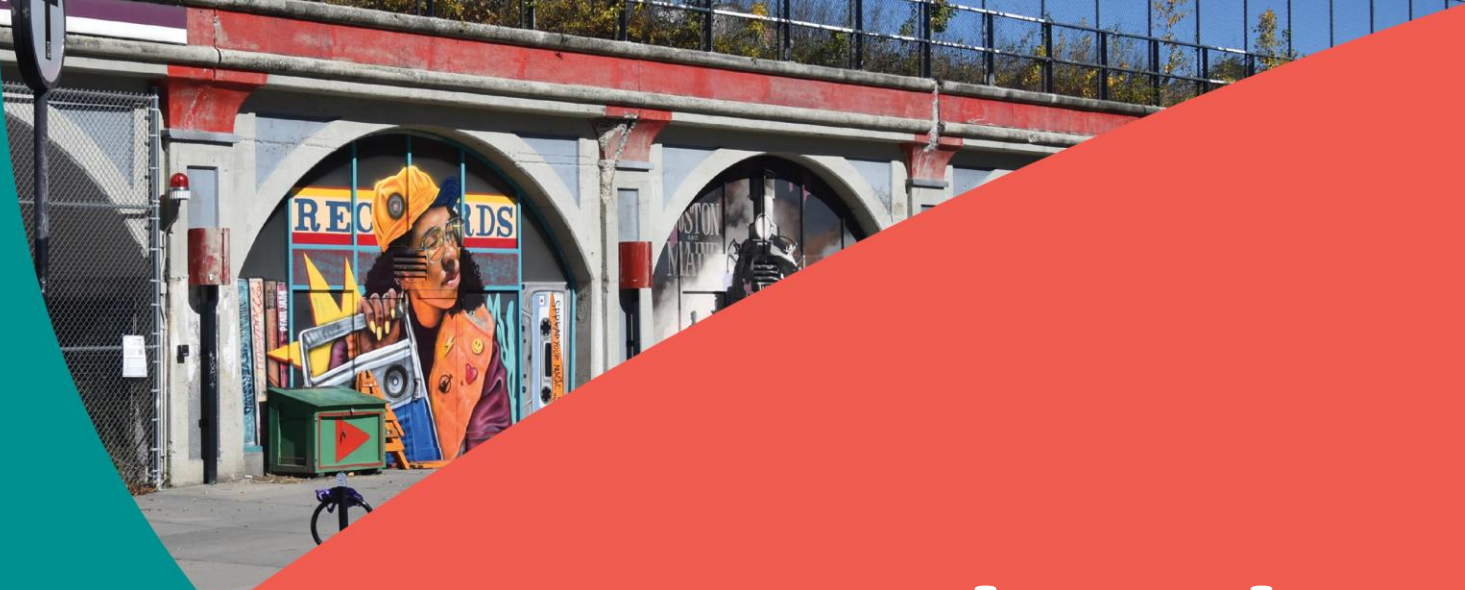
- Principles of Community Engagement
- Hybrid Engagement
- Language Access
- Stakeholder Analysis
- Building and Engagement Community Advisory Groups

Contact us at: CommunityEngagement@mapc.org

Thank You!



<p>September 19, 2024 12:00 - 1:00 p.m.</p> <p>Principles of Community Engagement</p> <p>You will be introduced to MAPC's approach to community engagement work.</p>	<p>October 17, 2024 12:00 - 1:00 p.m.</p> <p>Conducting a Stakeholder Analysis</p> <p>How to engage different voices when considering your strategic direction and plans.</p>	<p>November 21, 2024 12:00 - 1:00 p.m.</p> <p>The Community Engagement Wheel</p> <p>Learn about the framework that can be used to approach any community engagement project.</p>
<p>January 16, 2025 12:00 - 1:00 p.m.</p> <p>Establishing Relationship Foundations</p> <p>Gain an understanding of how to build core foundational relationships with stakeholders, members of your community, partners, and others.</p>	<p>February 27, 2025 12:00 - 1:00 p.m.</p> <p>Designing Accessible Engagement</p> <p>Build an understanding of tools you can use to make engagement accessible for people of different languages and for persons with disabilities.</p>	<p>March 20, 2025 12:00 - 1:00 p.m.</p> <p>Building/Engaging Community Groups</p> <p>Learn about the best ways to involve key stakeholders in decision-making processes and how to manage expectations from residents while leading impactful public participation work.</p>
<p>April 17, 2025 12:00 - 1:00 p.m.</p> <p>Evaluating Community Engagement</p> <p>Build an understanding of tools to implement evaluation of equity in your community engagement.</p>	<p>May 6, 2025 12:00 - 1:00 p.m.</p> <p>Facilitation Techniques</p> <p>Build an understanding of how to facilitate digital and in-person meetings to help your participants share their needs and challenges.</p>	



Thank you!

