



Co-Facilitation Listening Sessions Diverse Issues – **INCLUSION**



Verona Mitchell, MA
InReach Coordinator
Office of Equity & Diversity

We all have a stake in **A  B**



The Committee's Charge

To identifying within the Division:

- Challenges to inclusion
- Barriers of inclusion
- Attitudes of inclusivity or non-inclusivity
- Suggestions and recommendations to inclusivity

. . . in establishing and maintaining an inclusive environment within MnDOT at the Division Level.



Before you **spea**k . . . **listen**



listen

speak



Listening



Authentic Listening

▶ Authentic Listening

- Listening to comprehend other's experiences
- Listening to identify and later convey the will of a group
- Listening to give other's a space to be heard and to self-clarify their will



What Are Listening Sessions?

- ▶ **Meeting**, gathering, environment
- ▶ Dedicated space, **controlled, safe**
- ▶ Authentic, non-defensive, **non-judgmental** listening
- ▶ Confidential
- ▶ Topic or **Issue-specific**



Topic/Issue: **INCLUSIVITY**

As a division are we **INCLUSIVE**?

1. In what ways are we **INCLUSIVE**?



2. In what ways are we **NON-INCLUSIVE**?

3. In what ways could we become **INCLUSIVE**?



Definitions

Inclusion

A sense of belonging, feeling respected, valued, feeling supportive energy and commitment from others so that we can do our best at work



Equality

Every person has equal rights and every person has a fair chance, recognizing that different people have different starting points




Diversity

Diverse means different; we are all different so diversity includes us all; each individual is unique; recognizing our individual differences

VINCI Facilities-UK Annual Report (Diversity Matters)





**“I've learned that people will forget
what you said, people will forget what
you did,**

**but people will never forget how you
made them feel.”**

-- Maya Angelou



What We Need to Know?

1. **In what ways are we inclusive?**
(What do we need to continue doing?)
2. **In what ways are we not inclusive?**
(What do we need to stop doing?)
3. **What ways would be helpful in being inclusive?**
(What do we need to start doing?)



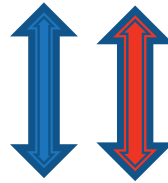
Listening throughout Divisions



Method

1. Listening Sessions

- Division lead
- In-Person
- Face-to-Face
- Audience identifiable



QUESTIONNAIRE

Very often

Often

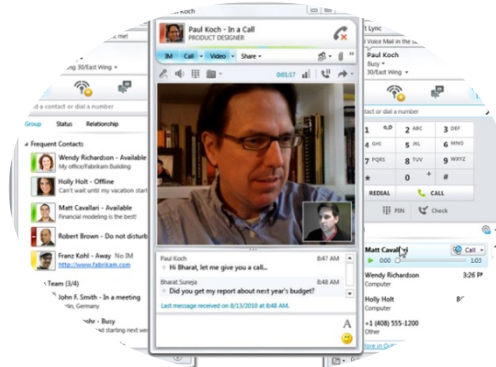
Sometimes

Rarely



2. Lync & Listen Sessions

- Division & Audience identifiable
- Polling
- Open responses



3. Online Survey

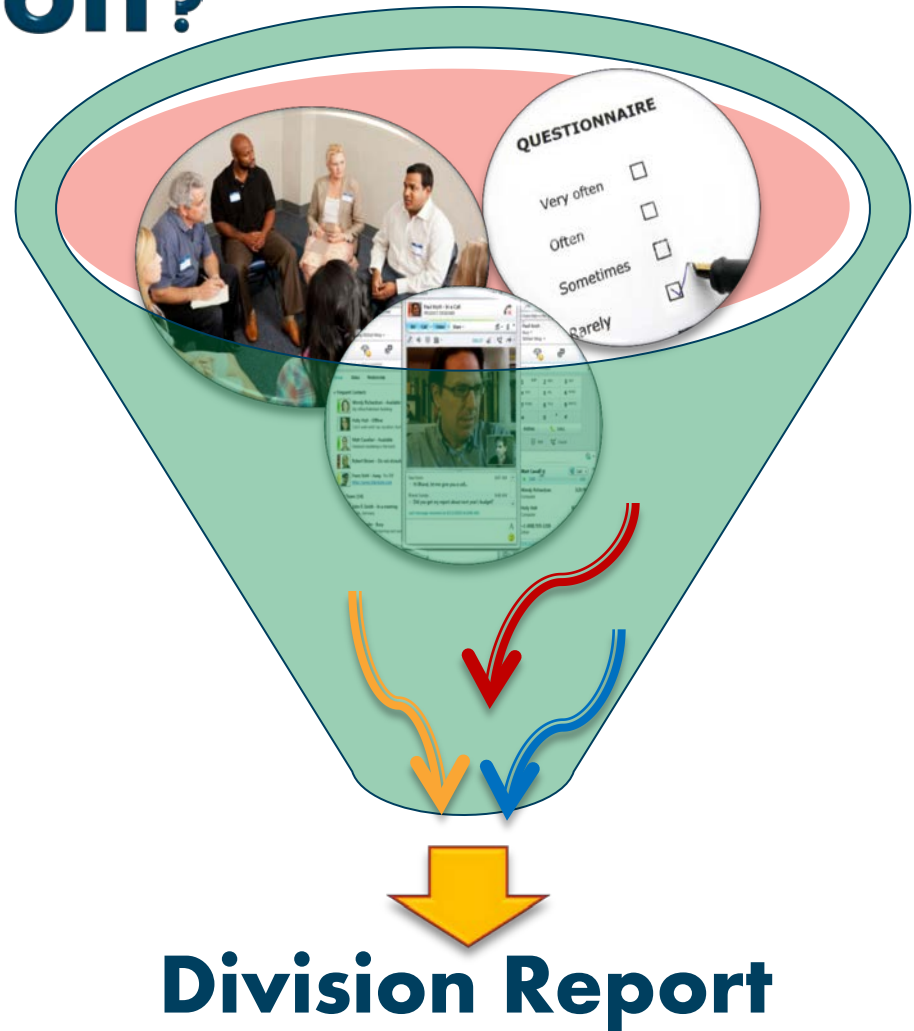
- Anonymous
- Division identified



Data Collection?

► Through

1. **Physical, Face-to-Face Listening Sessions**
2. **Lync & Listen Sessions**
(simultaneous with physical, face-to-face sessions)
3. Ongoing **survey**
(opens/closes on specified date)



Committee's Post Debriefing Session



1. What did we most **appreciate** about the sessions?
2. What's had real **meaning** for us from what we've heard?
3. **What/Who is missing** from the picture so far?
4. What **surprised** you?
5. What **challenged** you?





We all have a stake in **A to B**



Pre-Meeting Planning

► **Choose a day/time**

- downtime and relaxed
- avoid major conflicts
- respect Monday & Friday (unwritten rule)

► **Choose a room**

- space adaptable
- movable tables chairs
- informal

► **Invite everyone**

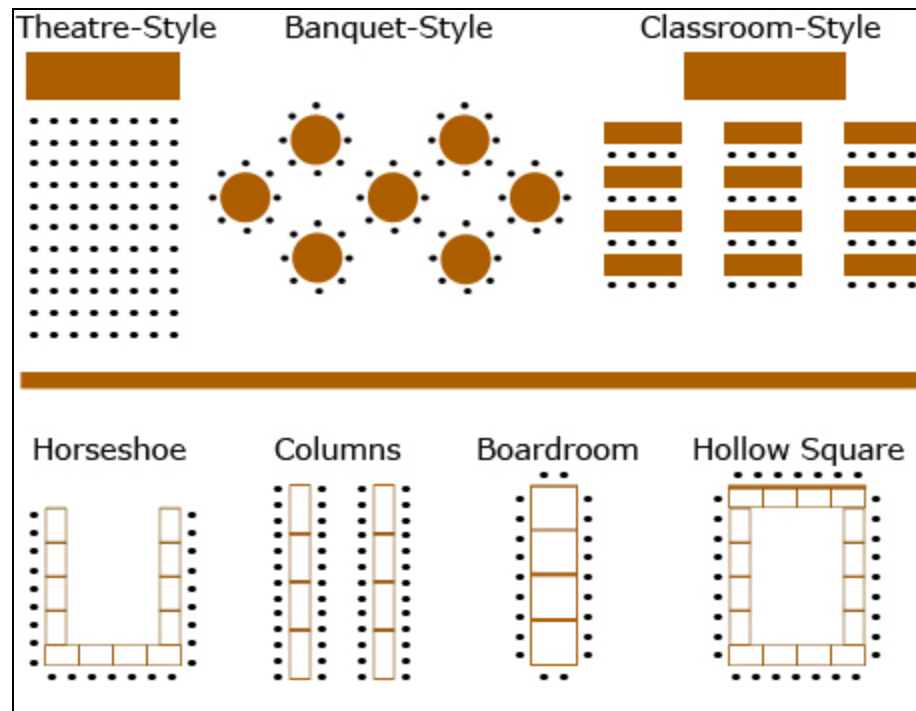
- state that you need their help
- state that their input is important



Staging the Listening Session

► Prep the room before session

- Ensure audio/visual works
- Set up chairs, tables space



Staging the Listening Session

► At session

1. **Welcome** individuals
2. Allow them to sit where they are **comfortable**
3. **Give reason** for meeting
4. Explain **format** and **time**
5. **Introduce** yourself and your role
6. **Introduce co-facilitator**
7. State **ground rules**



Session Process



► At session

1. **Begin** session
2. **Listen** and capture information
3. **Tell** what will happen with **information**
4. **Thank** individuals for their participation
5. **End** session
6. Make feedback **available**



Assignment & Roles



Assignment & Roles

- ▶ **“Facilitator/Listener #1”**
 - D&I Committee member
 - Completed the IDI and active championing diversity and inclusion, cultural competency development
- ▶ **Role**
 - Facilitates session
 - Asks core questions
 - Asks reframing questions
 - Moves session along



Assignment & Roles

- ▶ “Note taker, Recorder /Listener #2”
 - D&I Committee member
 - Completed the IDI and active championing diversity and inclusion, cultural competency development
- ▶ **Role**
 - Capture notes
 - Visible to participants
 - Restates notes or bulleted statements to participant
 - Assures participant that their input is being captured





Listening Session Mock



Verona Mitchell, MA
InReach Coordinator
Office of Equity & Diversity

We all have a stake in **A  B**



The Session



listen

speak



State Committee's Purpose

To engage in dialogue and communication identifying within the Division:

- **Challenges** to inclusion within this division
- **Barriers** to inclusion within this division
- **Attitudes** of inclusivity or non-inclusivity within this division
- **Suggestions and recommendations** to inclusivity within the division

. . . in establishing and maintaining an inclusive environment within MnDOT at the Division Level.



Suggested Ground Rules...

- ▶ **Listen** attentively as others are speaking
- ▶ **Participate**, speak up and share information
- ▶ **Don't speak** for others
- ▶ **Don't monopolize** time
- ▶ Give **everyone** an opportunity to speak or contribute
- ▶ Respect the session limit “**side bar conversations**”
- ▶ Silence cell **phones**
- ▶ **Confidentiality**



1. Read aloud the ground rules
2. ?Ask? – are there other rules; if so take them down as well
3. Display the ground rules



As a division are we INCLUSIVE?

In what ways are we INCLUSIVE?



In what ways are we NON-INCLUSIVE?

In what ways could we become INCLUSIVE?



Tell the audience what you need to know

1. In what ways are we inclusive?
(What do we need to continue doing?)
2. In what ways are we not inclusive?
(What do we need to stop doing?)
3. What ways would be helpful in being inclusive?
(What do we need to start doing?)



Question 1

- ▶ **As it pertains to inclusion within the division, in what ways are we inclusive?**
 - a. What is working for the division?
 - b. Why is it working?
 - c. Give examples.



Question 2

- ▶ **As it pertains to inclusion within the division, in what ways are we not inclusive?**
 - a. What is not working for the division?**
 - b. Why is it not working?**
 - c. Give examples**



Question 3

- ▶ **As it pertains to inclusion within the division, what ways would be helpful in being inclusive?**
 - A. What do we need to start doing**
 - B. Give examples.**



Process of listening - Tips



The diagram illustrates the process of listening and speaking. It features two stylized human profiles facing each other. The left profile is light blue and contains several interlocking gears, with a thought bubble above it containing the word 'listen'. The right profile is light pink and also contains interlocking gears, with a speech bubble below it containing the word 'speak'. The background is split vertically into blue and pink sections.

listen

speak



Listening Matters

- ▶ **Open.** Listen without interruption, objections, or defensiveness.
- ▶ **Responsive.** Hear the speaker out without redirecting. No overly requesting for clarification by asking a barrage of questions.
- ▶ **Calm.** Be relaxed. Sit or stand; be aware of your own emotional reactions.



- ▶ **Quiet.** Refrain from the need to explain, defend, or fix.
- ▶ **Clear with your commitment.** Describe how you have benefited from the feedback and next steps.
- ▶ **Clarifying.** Make sure you are clear about what they are seeing, saying, and recommending.

Schwantes, M. (Feb. 2016). *The Forgotten Skill That Will Make You a Better Leader*. In Inc.



De-Escalation & Diffusion



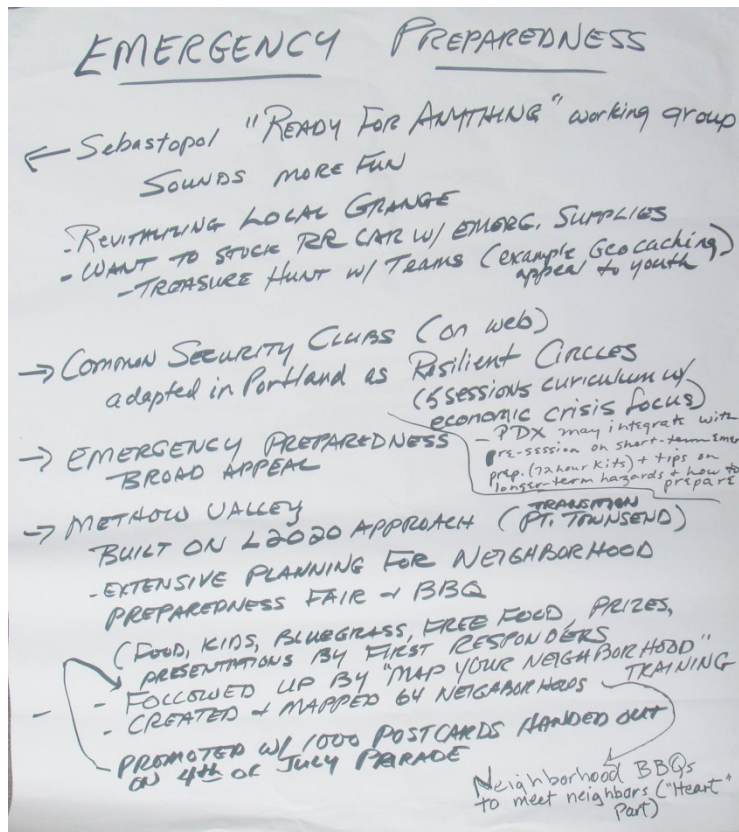
- ▶ **Acknowledge** the emotional state
- ▶ **Don't** take anything **Personally**
- ▶ Ditch the **formalities**
- ▶ **Avoid** Overcompensating (common to minimization)
- ▶ Make the **report** available and accessible to **All Employees**

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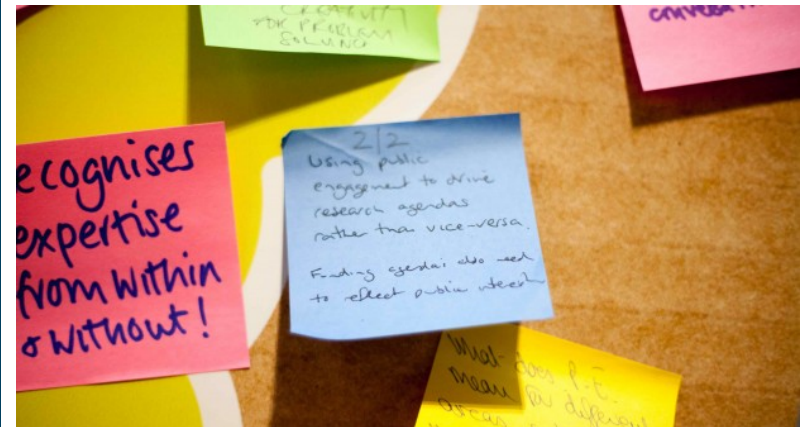


Capturing Information

► Tabling Charts



► Walling Sticky Notes



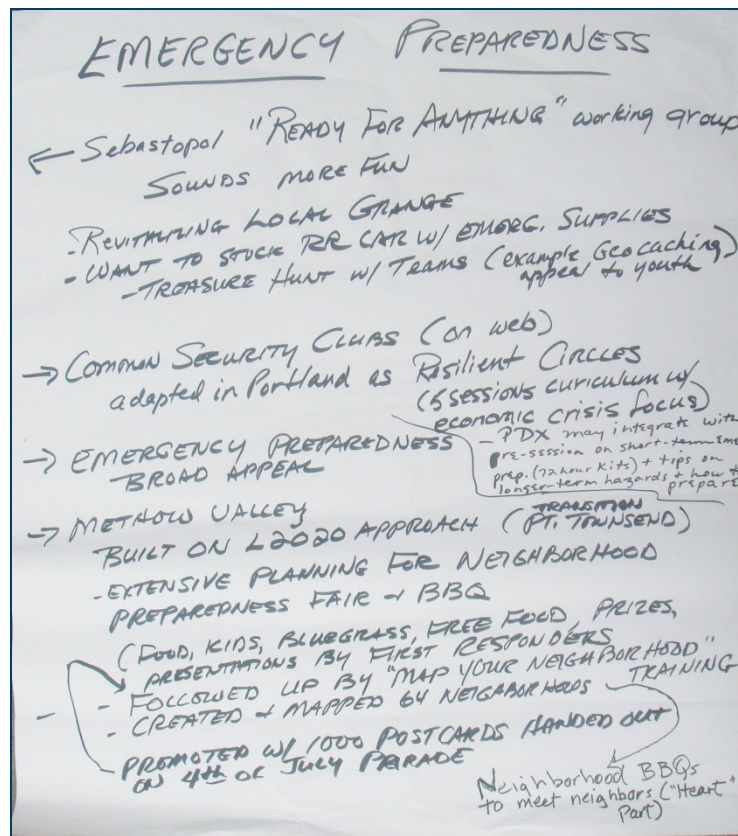
Capturing Information

► Tabling Charts

- Group/table of no more than 10 people
- Question is asked
- Recorder lists the answers on flip charts of table/group members
- Answers are read by table facilitator
- Members get an opportunity to reflect on answers
- Time: 15 min
- Facilitator collects all flipchart notes/responses



Let's Try Tabling Data Collecting



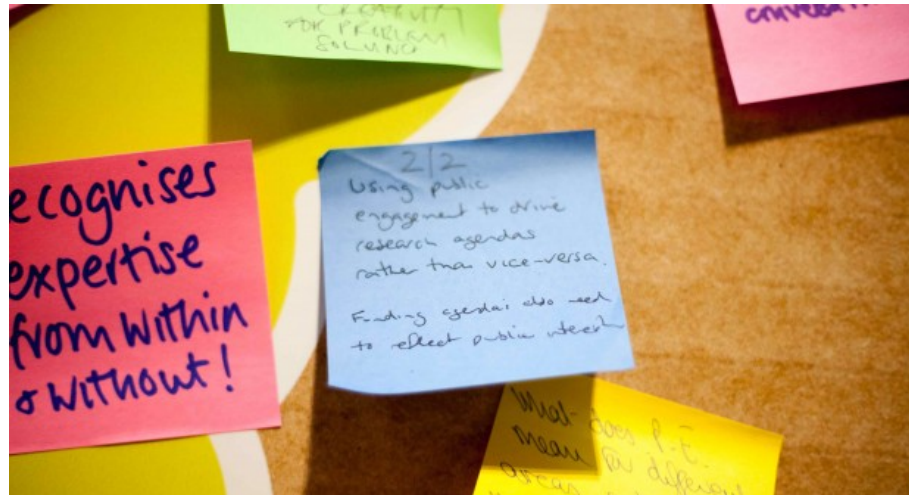
Capturing Information

► Walling Sticky Notes

- Listening facilitator asks questions
- Individuals use sticky notes to write down as many answers to the questions as they possibly can in 10 min.
- Facilitator ask if anyone in the audience wish to give an example, if not
- Facilitator goes to the wall and pulls a response and read it out loud, asks the audience again to expound on the response
- Listening Recorder captures the response and includes them with the specific question.



Let's Try Wall/Sticky Notes Data Collecting Method



Capturing Information

- ▶ Responses are organized as bullets under each question in a word document and sent to Verona Mitchell, InReach Coordinator, verona.mitchell@state.mn.us.



EXAMPLE RAW DATA COLLECTION REPORT

DIVISION: _____
SESSION DATE/TIME: _____
FACILITATOR LISTENER: _____
FACILITATOR RECORDER: _____

1. As it pertains to inclusion within the division, what do we want to see more of?
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - .
2. As it pertains to inclusion within the division, what do we want to see less of?
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
3. As it pertains to inclusion within the division, what would you like to see done differently?
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123
 - Yada yada yada xyz xyz xyz 123 123



Committee's Post Debriefing Session



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References

- ▶ Brown, J. and Isaacs D. **The world café. Shaping our futures through conversations that matter.** San Francisco: Berett-Koehler Publishers, Inc., 2005.
- ▶ Schwantes, M. (Feb. 2016). *The Forgotten Skill That Will Make You a Better Leader.* In Inc. at, <http://www.inc.com/marcel-schwantes/the-hidden-power-of-this-forgotten-leadership-skill.html>
- ▶ Yahalom, T. (Apr. 2010). *How to Handle Customer Complaints.* In Inc. at, <http://www.inc.com/guides/2010/04/handling-customer-complaints.html>

