

Concurrent Sessions to Be Presented at the 2018 PILD Conference

Breakout Session I - Monday, April 9, 2018 1:00-1:50 pm

Session I – 1 - Getting Results with Groups: Extension Master Community Facilitator Initiative

Presenter: Chladny, Bruce, Kansas State University Extension

Additional Authors: Trudy Rice, Kansas State University Extension

Abstract: Cultivating a Climate of Civil Dialogue starts with strong process skills related to bringing people together and working with them to emerge with a plan of action that most can support. Facilitation is more than just a “soft skill” nice for leaders to have, but rather a core competency essential for achieving results in groups and insuring a civil dialogue is maintained while discussing emerging issues. In responding to an identified need for facilitators to assist communities in addressing emerging issues the concept of a Master Community Facilitator program was born. This program is built around the model of other Master Volunteer programs in Extension such as Master Gardeners and Master Food Volunteers in that volunteers are trained by Extension professionals and in return for the training complete so many hours of volunteer work. In this program the idea of a “flipped classroom” is used in that the training is delivered on line and then when participants convene face to face they actually practice and receive feedback from other group members. The training includes issue identification, principles of adult education, handling difficult situations and personalities, and three different ways to convene a group. The emerging issues that are addressed include: • Health • Water • Growing Tomorrow’s Leaders • Community Vitality • Feeding the World • This concept allows participants to practice with real life situations while learning skills that can be transferred to other issues that might come up in the future. The public meeting models are: • Charretts • Study Circles • World Café! We are partnering with Family and Consumer Sciences on their Master Community Health Volunteer as we roll out this new program. It is something that could fit within any Extension program and includes Extension professionals and volunteers.

Session I – 2 - Bringing Civility to Contentious Issues Through Facilitated Community Dialogue

Presenter: Vines, Karen, Virginia Tech University Extension

Abstract: Because of Extension’s close connections with community members and leaders, agents/educators often find themselves in the midst of situations in which they have the opportunity to bring diverse audiences together to develop collective vision through civil dialogue. In Cooperative Extension, we value our ability to provide transformative education which means getting people to consider other perspectives or points of view beyond that which they currently hold. Contentious issues develop as people become entrenched in their views and fail to see the views of others as valid. Through education and facilitation of civil dialogue, Cooperative Extension has the ability to encourage listening and evaluating disparate views. Community members evaluate ideas in part rather than in full so that they can develop collective vision moving forward, which frequently yields better outcomes than what has been proposed singularly. As basis for discussion this session will consider a case study in which I, as a county extension agent/educator, facilitated the development of a citizen’s input committee to set the basis for comprehensive planning following a controversial rezoning proposal from a county official. The session will explore how Extension can be proactive in support of civil dialogue and brainstorm opportunities for engagement in this role for Extension based on challenges encountered by program participants. What is the role of the agent/educator in these situations? What is the role of Cooperative Extension and the University? What is the role of the citizens? What are some approaches that might be used to bring these together to develop collective vision?

Session I – 3 - Integral Facilitation: Cultivating Civil Dialogue around Controversial Environmental Issues

Presenter: Tiles, Kris, Kansas State University Extension

Additional Authors: Ostrowski, Amanda, Kansas State University Extension; Exo John, Kansas State University Extension

Abstract: In 2008, a group of shoreland owners took their legislators out on pontoon boats to see firsthand the impacts of blue-green algae on their lake. This trip eventually launched a water quality improvement project around the Wisconsin River; a river that winds its way from rural woodlands through agriculture heavy lands to urban environments passing through 26 dams in its 430 miles. With phosphorus limits on their way, University of Wisconsin- Extension, WI Department of Natural Resources, and local government units have been working together to foster civil dialogue and community engagement on how to control the nutrients. This session will introduce how integral facilitation was used during various public meetings that faced potential finger-pointing and lawsuits. Integral facilitation helps us to better understand the natural complexity of systems and situations to better facilitate the emergence of high-functioning, collaborative teams. This facilitation takes into account four quadrants:

self awareness, group awareness, task management, and group management. We will talk about these four quadrants, share and experience some of the facilitation techniques, and discuss how we as Extension Educators can become agents of transformation to create and restore healthy collective spaces within the context of the Wisconsin River experience. This journey is Wisconsin continues today, but the most recent pontoon tour included shoreland owners and farmers in the same boat sharing how their sense of place contributes to their experience.

Session I – 4 - CIVIC + Sustainable Floridians: Nurturing Community Dialogue and Capacity

Presenter: Searcy, Kipp Jennison, Uf/IFAS Extension

Additional Authors: Madhosingh-Hector, R. C., Uf/IFAS Extension; Abeels, H. A., Uf/IFAS Extension ; Seals, L. M., Uf/IFAS Extension; Betancourt, A. A., Uf/IFAS Extension

Abstract: Catalyzed by local “discussion-to-action” sustainability programming and national initiatives that foster civil and inclusive community dialogue, the new Community Voices, Informed Choices (CIVIC) Extension Program at the University of Florida will collectively house programs that cultivate a climate of sustained community conversation around complex and pressing local issues. Led by a diverse team of state and county faculty, the CIVIC Program is providing technical resources, professional development training, and administrative support that enables Cooperative Extension Agents to effectively serve as conveners, facilitators, moderators, and/or coordinators of community dialogue, deliberation, and informed decision-making. The need for unity (rather than polarization), collaboration (rather than competition), and empathy (rather than apathy) couldn't be greater, and Extension is uniquely positioned to help communities meet these needs. Our target audience is two-fold: County Extension Agents and local community leaders. First, we are working with partners from Extension Administration, UF colleges and departments external to the Institute of Food and Agricultural Sciences (IFAS) within which Extension is housed, and collaborators with expertise in natural resource management, community development, and “citizen-drive democracy” to provide County Extension Agents with: 1) training on established, nationally-recognized community engagement processes and best practices (strategies, tools, partners, resources, activities, metrics); and 2) a series of Florida-specific frameworks for public issues deliberation that are both science-based and reflective of the range of moral foundations and values held by citizens on specific issues (such as water resource management and poverty). Second, we are identifying and developing specific issue-based Extension activities that target and engage local community leaders in conversation, deliberative dialogue, informed decision-making, and—ultimately—action and behavior change that moves communities toward healthier people, ecosystems, and economies. Successful Extension program models like Sustainable Floridians SM have already demonstrated that education, action, and deliberation results in engaged community citizens. Our hope is that CIVIC will do the same by investing in the power of civil dialogue.

Session I – 5 – iRespect - Building Youth Interpersonal Capacity Against Bullying

Presenter: Ingram, Lisa, West Virginia University Extension

Additional Authors: Hartley, David, West Virginia University Extension; Lusk, Stephanie, West Virginia University Extension; Mullins, Jamie, West Virginia University Extension

Abstract: The iRESPECT curriculum is a bullying prevention program. The goal of this program is to provide education to young people regarding the dangers of bullying, cyber bullying, sexting, and other social emotional challenges today's youth face. The program is designed to provide students the information to understand bullying and its impact on the victims, as well as to provide mechanisms to prevent and/or respond to instances of bullying. The program was originally designed for a classroom setting with age-appropriate materials for youth K-8; over time, it has evolved to allow presenters to use it in a variety of settings providing scalability to reach youth audiences. The iRESPECT program outcomes are as follows - The student will: • learn the definition of bullying. • learn the emotional impact of bullying on victims. • be able to recognize bullying when it occurs. • learn how to get help if they are bullied. • learn the categories and types of bullying. • learn skills to help prevent bullying. • learn how to respond if they become victims of bullying. • learn how to serve as good digital citizens. • learn strategies to help peers who have been bullying victims. • understand the effects and consequences of sexting. The iRESPECT program is a collaborative effort between West Virginia University Extension Service and the West Virginia Legislature.

Session I – 6 - Extension Engagement with Natural Resource Collaboratives: Fostering Civil Dialogue Among Opposing Interests for the Good of the Land and Communities

Presenter: Warren, William A., University of Idaho Extension

Abstract: Natural resource collaboratives are a means for bringing diverse interests together to engage in civil dialogue and reach consensus on controversial resource management and environmental issues. While not all collaboratives are successful, Extension can act as a bridging entity between diverse interests by bringing to bear social, economic, and ecological research to foster a more common understanding of the problem. The presentation

will focus on a collaborative in Idaho, the Clearwater Basin Collaborative, which is tasked with reaching agreement on large scale management direction as well as specific projects on the 4 million acre Nez Perce—Clearwater National Forest. CBC members received the USDA Secretary’s Abraham Lincoln Award in 2016, and is a nationally known collaborative that is setting an example for others. The success of the CBC, and Extension’s engagement role, will be presented for the lessons it can offer for other natural resource, forestry, and community development faculty to apply in their own communities. The presenter is a member of the CBC, and an Extension Educator engaged in natural resource based economic development and land stewardship.

Breakout Session II, Monday, April 9, 2:00-2:50pm

Session II – 1 - OUCH! That Stereotype Hurts: Communicating Respectfully in a Diverse World

Presenter: Swanson, Barbara Dunn, Iowa State University Extension

Additional Authors: Rader, Malisa, Iowa State University Extension

Abstract: A culturally inclusive atmosphere, one that supports a climate for civil dialogue is essential in our Land Grant environment. Fostering a culturally inclusive environment encourages all individuals to develop effective intercultural skills. OUCH! That Stereotype Hurts: Communicating Respectfully in a Diverse World explores the impact of stereotypes and biased statements. The Ouch program will also identify the most common reasons people sit silently in the face of bias and stereotypes, and enhance skills for speaking up against stereotypes. Specifically, we will demonstrate six techniques to use when responding to difficult situations. Many studies have shown that people perform poorly in situations where they feel they are being stereotyped. A 2010 study by the University of Toronto reveals that stereotypes have a lasting negative effect on their victims, including increased aggression and trouble making rational decisions. Dr. Leslie Perlow, Harvard Business School professor, conducts research on the high cost of silence in organizations. It can destroy the very relationships you seek to preserve and undermine teamwork, creativity and productivity. Stereotypical discussions, conversations and behaviors can be unfair, disrespectful, and unproductive. Intentionally planning how to create an inclusive workplace that is free of comments, actions and decisions based on stereotypes – begins with learning to speak up using civil dialogue. During the workshop, participants will learn strategies to “speak up” in the face of a variety of stereotypes and bias and hear about research around the impact of speaking up. Participants will also have an opportunity to practice using the techniques in small groups. Communication recovery including accepting responsibility and apologizing for disrespectful communication will also be featured. Learn how we have used this program and explore how you can do something similar in your state. Aguilar, Leslie C. Ouch! That Stereotype Hurts. 1st ed. N.p.: Walk The Talk, 2006. Print.

Session II – 2 - Facilitating Critical Conversations for Community Health

Presenter: Yelland, Erin, Kansas State University Extension

Abstract: Health in America has drastically changed since the last century; in fact former United State Surgeon General, David Satcher, said the “lifestyle choices we are making in this new century threaten to undo all the medical advances of the last one”. Given the negative national trends in health and Extension’s vast assets, it is time for Extension to take targeted and impactful action towards improving community health. In order to reach the point of action, however, initial conversations must be had within statewide Extension systems to assess needs and priorities, assess assets, create plans, and initiate action. This session will discuss the current efforts underway in Kansas to initiate civil dialogue on health and the ways in which Extension can have a profound impact on the health of individuals, families, and communities. The session will also explore the facilitation techniques used in Kansas for these conversations and participants will have the opportunity to engage in interactive learning of one such technique.

Session II – 3 - Creating a Common Dialogue in a Challenging Energy Conversation

Presenter: Murphy, Thomas B., Penn State University Extension

Additional Authors: Loveland, Carol, Penn State University Extension

Abstract: Increasingly, forest landowners throughout the US are making decisions about complex resource development issues on their land; including mining, oil and gas development, electric power lines, and renewable energy projects. These issues can be divisive and often involve some degree of controversy and public discourse – sometimes pitting the financial interests of the forest landowner against the interests, or perceived interests of the community. Complex resource development issues provide a unique opportunity for Extension to connect with new forest landowner clientele and demonstrate the value of Extension as an agile, responsive organization. However, Extension Educators are sometimes slow to respond to these issues because they lack resources, training or

comfort level to address something that is potentially controversial. This project will train Extension Educators throughout the Northeastern US to spot emerging resource development issues in their community, identify forest landowner needs related to the issue and respond with timely programming, have productive conversations about controversial topics in public forums and on social media, and continually adapt as the issue evolves. The project team will use their experiences guiding forest landowners through unconventional oil and gas development issues as an example and case study throughout the project. These efforts will help Extension Educators reach new and existing forest landowner clientele throughout the project area.

Session II – 4 - Positive Civil Discourse: How to Debate and Keep you Friends

Presenter: Nistler, Debbie, UF/IFAS Extension

Additional Authors: Ellison, Stacey, UF/IFAS Extension; Deary, Samary, UF/IFAS Extension

Abstract: Throughout our country's history debate has been at the foundation of how we have created a civil society. Social media, access to information, and the 2016 election cycle has drastically changed the way we approach debate. Friendships have been lost and tempers have flared over, often, misinformation. This does not have to be the case. Learn key strategies to help our communities and citizens debate and stay friends. Learn how to identify fake news and help others develop strategies to keep debate free of personal attacks and focused on civil discourse. This hands-on workshop will give you take home activities to work in your communities and develop strategies to bring the 'positive' back in civil discourse.

Session II – 5 - Beyond the Aisle – Crafting Compelling Advocacy Messages for Use Throughout the Year

Presenter: Bebo, Pat, Ohio State University Extension

Additional Authors: McCaffrey, Jennifer, University of Illinois Extension

Abstract: Effective advocacy starts with key messages that resonate with key stakeholders and building relationships that last over time. This session will focus on two key components that will provide attendees the knowledge, confidence, and strategies for building effective relationships with elected officials and stakeholders. Specifically the session will outline how to go about creating targeted messages that align with stakeholder interests, provide practice in crafting concise messages that can remain politically neutral, and role play scenarios that build confidence in answering those difficult questions. In addition to crafting messages, strategies will be provided on how to build and maintain relationships with stakeholders over time. Discussion on the importance of a lasting relationship will be highlighted with specific strategies on how to easily prioritize advocacy throughout the year. With over 30 years of combined experience in advocating for Extension nutrition programs, the presenters will highlight key scenarios, present success stories, and give samples of effective communication tools that have led to positive results. Examples will highlight local, state, and national examples from multiple states. Attendees will leave the session with a start on key messages, and specific goals for their own strategies throughout the year.

Session II – 6 - Effective Leadership Through Humble Inquiry

Presenter: Kaufman, Eric

Abstract: Although the public generally looks to Cooperative Extension for answers, we also need to engage in leadership, and "leadership is not as much about knowing the right answers as it is knowing the right questions" (Tiede, 2013, p. 2). "People have the inherent capacity to solve their own problems and that social transformation is within the reach of all communities" (Kellogg Foundation, 2009). There is a need to prepare volunteers, civic leaders, and elected and appointed officials to be the force for positive change within their communities. Research supports this notion that community leaders need to be involved in the decision-making process and problem solving to help organize and develop their communities. Furthermore, Extension professionals want to explore the opportunities for collaborations and partnerships, yet they are unsure how. This session will highlight the practice of "Humble Inquiry" and connect it directly to the work of Extension. According to Ed Schein (2013), "Humble Inquiry is the fine art of drawing someone out, of asking questions to which you do not know the answer, of building a relationship based on curiosity and interest in the other person" (p. 2). In addition to Schein's (2013) book, "Humble Inquiry: The Gentle Art of Asking Instead of Telling," this session will draw upon practical experience and related literature, such as Michael Marquardt's (2014) book, "Leading with Questions: How Leaders Find the Right Solutions by Knowing What to Ask," and David Marquet's (2012) book, "Turn the Ship Around!: A True Story of Turning Followers Into Leaders." Participants will engage in conversation about how the principles can be applied in their work with educational program participants, advisory groups, administrators, program partners, potential donors, and more.

Dr. Maria Portelos-Rometo Dr. Maria Portelos-Rometo