

Final Facilitation Report

CIVIC 2.0 Event
13-14 November 2008
Dominican Republic

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Event Objectives

The overall objective of the project is to contribute to the social and economical sustainable development of the Caribbean by strengthening the capacity for regional collaborative action on critical ICT4D issues/potential in the Caribbean. Towards that end, this proposal will set the basis and design a work plan for up-scaling CIVIC as a regional mechanism to promote knowledge exchange, capacity building and collaboration among Caribbean ICT stakeholders

Consultant's Terms of Reference

The International Institute for Facilitation and Consensus, S.C. (IIFAC) will provide one bilingual (English-Spanish) consultant, Beatrice Briggs, who will contribute in the project in the following ways:

1. Participation in the consultation planning process, including a 2-day planning session in Santo Domingo, Dominican Republic, Sept 2-3 2008.
2. Collaborative development of a detailed plan for the all Consultation sessions, including time, description of the activity, person(s) responsible, materials needed, objective and expected outcomes.
3. Facilitation of all Consultation sessions, November 13-14, 2008
4. Collaboration with the rest of the workshop organizers to make any needed adjustments to the program during the Consultation
 - a. Collaborative design of the Consultation evaluation format
5. Participation in post- Consultation evaluation by the Event Planning committee
6. Collaboration on the preparation of a final report that will include:
 - Detailed summary of the consultation outputs
 - Compilation of participant evaluations
 - Reflections on facilitation aspects of the event

Consultant's Activities and Deliverables

Date	Activity	Deliverable
Sept 2-3	Planning meeting, Santo Domingo, DR	Work plan for event preparation
Sept 9		Draft agenda 1
Oct 5		Draft timeline (web)
Oct. 11		Summary of agenda issues Draft agenda 2
Oct. 17	Teleconference with Angelica and others	Draft Agenda 3
Oct 18	Send to CIVIC event planning committee	Draft Agenda 4
Oct 24	Send to CIVIC event planning committee	Draft Agenda 5
Oct 31	Send to CIVIC event planning committee	Draft timeline (banner) Best of CIVIC interview format Template "Best of CIVIC" stories
Nov 1	Send to CIVIC event planning committee	Event evaluation form Short version of agenda for website
Nov 3	Send to CIVIC event planning committee	Final Agenda – Attachment 1
Nov 4	Send to CIVIC event planning committee	Final timeline (banner) Visions for the future worksheets Printing estimate – banner and other materials
Nov 10	Facilitation of pre-event planning meeting, Juan Dolio	Clarification of roles, tasks
Nov 13-14	Event facilitation	See "Results" section of this report
Nov 15	Post-event evaluation meeting with consortium members and Angelica	
Dec 7		Final report

Consultant's observations and recommendations

The CIVIC 2.0 event had three main elements: training, outreach in the Dominican Republic and strategic planning. In retrospect, I feel that we neglected to pay sufficient attention to how these three pieces would relate to each other and, as a consequence, the four-day experience was somewhat lacking in coherence and a consistent commitment to the participatory values of the network.

Here are some observations about the relative strengths and weaknesses of the various segments of the program, followed by recommendations for future events and next steps.

The policy training turned out to be much more theoretical than interactive and as a consequence, its contribution to the strategic planning process was limited. Only time will tell if it contributes to building CIVIC's capacity to engage in policy advocacy.

The channel managers' training suffered from lack of preparation and outside support for the trainers. Professional coaching and/or external facilitation – or even more engagement by other members of the CARISNET team - could have enhanced the interactive aspect of the workshop, freeing Stéphane and Yacine to serve as content experts. With better preparation and time management, the workshop probably could have advanced further in the development of the channel managers' terms of reference. Also, joint development of the Outcome Mapping progress markers for channel managers also could have helped to motivate and empower this group whose role is so important to the future of CIVIC. No formal evaluation was conducted.

The event in Santo Domingo. While some long-term benefits may derive from this event, in the moment it was a missed opportunity to build a constituency for CIVIC and a net drain on the energy of our group. No handouts were prepared and the PowerPoint was lacking in focus and "punch".

The strategic planning part of the event succeeded in strengthening of personal connections among the participants, as well as constructing a shared history and common vision for the future. Not surprisingly, when asked in the final evaluation, "What was most valuable or important to you about this event?" 70 percent of the responses referred to face-to-face contact.

Nevertheless, the development of a draft strategic work plan suffered from lack of time. The draft work plans presented in the final plenary were not subjected to critical analysis regarding priorities, feasibility or gaps. While some of this will doubtless take place in future, on-line deliberation, it would have been useful to take advantage of this rare opportunity for in-person debate. To do that, however would have required at least another half day – if not a full day – of discussion.

It has been suggested that prior, online work on the strategic priorities would have made it possible to advance further in the development of outputs during the event. As you all know better than anyone, fruitful on-line dialogue requires careful planning, moderation and clear communication about both the process and the intended results. Neither the CARISNET consortium members, nor others on the event planning committee nor I, under the terms of my contract, had time for such work. Therefore, the only on-line preparation for the meeting was the development of the CIVIC timeline.

I imagine that the tools available in the new portal will facilitate preparatory work for future events. We must also remember, however, the importance of the face-to-face element for producing thoughtful dialogue, creative problem-solving and serious commitment to implementation.

Best of CIVIC stories. The results of this exercise, included in the “Outputs, day 1” section of this report, suggest a potentially important way to capture the essence of CIVIC’s role in the lives of its members and in the region. Read them!

Off program. This “open space” element worked very well and should be included in future events of this kind

Logistical support was also excellent.

Recommendations

Overall planning

Carefully scrutinize the roles and responsibilities assigned to each member of the organizing team and others involved in future events. Had we done a better job of this, we might have noticed the multiple roles that Yacine was carrying (local host, logistical supervision, channel manager co-trainer, timeline presenter, principal liaison for Santo Domingo event, off program coordinator, etc.). Assigning some these responsibilities to others would have both lightened his load and demonstrated the shared leadership that is a core value of the network.

Training

When contracting a trainer (including volunteers and internal team members), take the following steps to increase the likelihood that the investment of time and money will be justified by the results:

- Provide information about how adults learn and good practices for trainers.
- Require a advance description of the learning goals, course agenda, percentage of time devoted to lecture, video, personal



reflection, large and small group discussion, interactive exercises.

- Ask to see all training or other materials prior to the event.
- Ask that the trainer provide a bibliography for future reference.
- Plan for participant evaluation of the training
- If part of the objective is to build internal capacity, provide coaching and feedback to the trainers.

Some next steps

- Create the role of ‘documentarian’ who periodically updates the timeline and refines, expands and otherwise develops the “Best of CIVIC” stories into a medium for communicating the essence of the network is and how it functions
- Create a “CIVIC Stories” section on the new website to continue to harvest these personal testimonies
- If it is not already contemplated, create a photo gallery section on the new website.
- Revisit the Outcome Mapping framework and integrate monitoring and evaluation into the on-going work of CIVIC

As always, it was a pleasure to work with the CarISnet team and to meet some of the other CIVIC members. I hope to have other opportunities to collaborate in the future. Meanwhile, if you have questions about this report, please let me know.

All the best,

A handwritten signature in black ink that reads "Beatrice Briggs".

Beatrice Briggs
Director

Deliverables

1. Final Agenda

Day 1

09:00 **Opening**

9:30 **CIVIC Timeline**

10:00 **Launch of new CIVIC website**

10:45 Coffee break

11:00 **The Best of CIVIC stories**

12:30 LUNCH

13:45 **Visions of the future**

15:00 Coffee break

15:45 **Plenary**

16:30 Evaluation of the Day

16:45 Departure to Santo Domingo

18:00 **Conference/Reception at the Universidad Iberoamericana (UNIBE)**

Day 2

9:00 Opening – Debrief event at UNIBE

9:30 **Defining our Strategic Priorities**
- Form work groups

10:30 Coffee break

10:50 Continue to work on strategic priorities

Peer review

12:30 LUNCH

13:45 **Refine proposals**

15:15 Coffee break

15:45 **Final Plenary** – reports from work groups and next steps

18:00 Close

Overall purpose – Day 1

- Build group identity, a sense of belonging, especially for new members and non-members
- Collect memorable concrete stories that exemplify what CIVIC has done well and build on them to envision “the future CIVIC”, setting the stage for next day’s planning

Overall purpose – Day 2

Produce draft 2009-2011 CIVIC Work Plan that defines strategic priorities; Seek consensus on next steps, including future development of collaborative proposals by CIVIC members to implement the strategy

2. Timeline (see page 11 for original graphic)



3. Best of CIVIC interview format

In pairs (10 minutes each)

Share a story about a time when you were really happy or proud to be a member of CIVIC (or if you are not a member something you heard about CIVIC or imagine that CIVIC might have done). A time when CIVIC made a difference in your life or the life of someone you know. A time when CIVIC helped someone solve a problem, overcome a challenge; see things in a new way. What happened? Who was involved? What, if any, was your contribution?

CIVIC 2.0 Event Evaluation Form

13-14 November 2008, Juan Dolio, Dominican Republic

1. Event objectives

For each objective circle the number that most closely represents your view about the extent to which the event objectives have been achieved					
	Strongly Agree			Strongly Disagree	
Objective 1: Strengthen CIVIC community through face-to-face meeting	5	4	3	2	1
Objective 2: Define strategic priorities	5	4	3	2	1
Objective 3: Draft 2009-2011 work plan	5	4	3	2	1

Any additional comments related to the objectives?

2. Logistics

For each objective circle the number that most closely represents your view about the quality of the logistical aspects of the event.					
	Excellent			Poor	
Pre-event communication	5	4	3	2	1
Venue (Hotel Costa Caribe)	5	4	3	2	1
Food	5	4	3	2	1

Any additional comments related to the logistics?

3. Event program

Please give your appreciation of each session.					
Day 1	Excellent			Poor	
CIVIC timeline	5	4	3	2	1
New website launch	5	4	3	2	1
Best of CIVIC stories	5	4	3	2	1
Visioning exercise	5	4	3	2	1
Reception in Santo Domingo	5	4	3	2	1

Any additional comments related to Day 1?

Day 2	Excellent			Poor	
Overall process for developing strategic priorities	5	4	3	2	1
Final plenary	5	4	3	2	1

Any additional comments related to Day 2?

What was most valuable or effective about this event for you?

What aspects of the event would you change?

4. Facilitator: Beatrice Briggs

Mark the statement that most closely represents your view about the facilitator's performance?			
Was responsive to needs of the group	Strongly Agree	Somewhat Agree	Strongly Disagree
Managed time well	Strongly Agree	Somewhat Agree	Strongly Disagree
Created a space with trust and safety	Strongly Agree	Somewhat Agree	Strongly Disagree
Maintained group focus	Strongly Agree	Somewhat Agree	Strongly Disagree
Animated and balanced participation	Strongly Agree	Somewhat Agree	Strongly Disagree
Effectively managed decision-making process	Strongly Agree	Somewhat Agree	Strongly Disagree

Do you have any other feedback for Beatrice?

5. Overall remarks and assessment

Overall how do you rate this event?

Very Good		Poor		
5	4	3	2	1

Do you have any other suggestions or remarks you would like to share with the event planning committee?