



Moving Toward Cultural Fluency At Every Level Of Our System Workshop / Engagement Frequently Asked Questions

1. How is this different than other meetings I facilitate?

As a lead facilitator/organizer, you are helping **connect people around a topic that is complex and nuanced, (Cultural Fluency)** so remember that everyone is the expert of their experience, and you're holding space for meaning-making. To this end, we ask that you **facilitate collaboration and learning grounded in resources in your guide**, while also providing tools and resources that you might have! You will structure and guide the discussion. **It starts before you even arrive!** Your attendees may have access to the resource guide beforehand, so you'll have the opportunity to share resources with them before the engagement. The hope is that everyone comes prepared for a powerful conversation.

2. What makes a great event / facilitator / moderator?

- ★ **Diversity** - Your discussion will revolve around some aspect of Cultural Fluency, so diversity of perspective is essential. I encourage cross-race facilitation pairs and/or cross-gender when at all possible to expose the community to cultural fluency in real-time
- ★ **Question/Topic** - Your discussion will revolve around a question of your choosing, so you want someone who can spark interesting discussion and engage people with a variety of backgrounds and viewpoints on that topic. You want to select a topic that allows folks to engage around a relevant issue that everyone cares about.
- ★ **Format** - Consider how you/the facilitator format the discussion to support all of your participants to think critically and contribute? Will you/they break the time into stages, pair participants together, or use a particular teaching strategy or consulting protocol?
- ★ **Facilitation** - Experience and skills facilitating dialogues about diversity, equity, access and/or inclusion are preferred.

3. What's the planning / preparation / timeline?

- ★ **Here's a rough guide:**
 - **Approximately 3-6 months before event:**
 - Determine the focus / title of your engagement
 - Invite your community to apply / nominate facilitators and moderators for the discussion or event, sharing information from #2 above
 - Reach out to a sub-group / committee of the community requesting input on your draft agenda
 - **Approximately 1 month before event:**
 - Get feedback on agenda + powerpoint deck
 - Plan out talking points
 - Meet with co-facilitators / moderators to review agenda and talk through goals / intentions
 - **Approximately 2 weeks before event:**
 - Send out agenda to community
 - Make copies of any resources/tools/handouts (agenda, reading, feedback form, etc.)

- Meet with co-facilitators / moderators to talk through sections of agenda in more detail
- **Approximately 1 week before (and leading up to the) event:**
 - Get final check-list ready for the day-of
 - Send reminders to community
 - Meet one final time with the co-facilitators

4. What should Facilitators expect?

- ★ Depending on the facilitator's role, they may host a panel, whole-group, or small group conversation
- ★ This roundtable should focus on a specific question of your choice.
- ★ The facilitator may select the question, prepare a few resources to share, design an agenda to guide the conversation, and ensure all roundtable participants are able to talk and share resources.

5. What are some facilitative guiding principles?

- **S**how up authentically and share your story
- **P**ause and listen with intentionality
- **A**sk questions before assuming others' truths
- **R**espect diversity and seek out multiple perspectives
- **K**indly expect some messiness
- Assume positive intent and know everyone learns differently
- Stay attached to the community/outcomes, and unattached to the timeline/content/plan

5. What if the agenda gets off track?

- ★ Remember, being **prepared** is different than being attached to a **plan**.
- ★ Conversations about cultural fluency are inherently complex, unique, and nuanced, so remember #4e and #4k above, (smile) and use critical judgment.
- ★ If you stay grounded and show up with your unique S.P.A.R.K., you'll allow space for community dialogue

6. What are some facilitator techniques & resources I can review beforehand?

★ **Facilitation Techniques, Protocols, and resources:**

- [Facilitating conversations on race - The Fundamentals](#)
- [Fostering Dialogue Across Divides](#)
- [Facilitating dialogues](#)

Protocols

- [World Cafe](#)
- [Fishbowl protocol](#)
- [KIVA protocol](#)
- [Collective Story harvest](#)
- [Discussion protocols](#)
- [Continuum of Discussion](#)
- [Consultancy protocol](#)
- [Personal experience panel](#)

Techniques + Resources

- [Core routines for visible thinking](#)
- [Facilitation Skills for Chaotic Times \(part 1\)](#)
- [Facilitation Skills for Chaotic Times \(part 2\)](#)
- [Norms of collaboration](#)
- [Example facilitator guide for departmental discussions about race](#)
- [The Art of Facilitation](#)

- [Empathy Map Exercise](#)