

Report from the Curriculum update session in Durham, NC on Jan 13, 2013

Facilitator: Marilyn Oyler, CTF

We began with a review of the current situation and date of the last update for all ToP courses listed on the ICA USA website. See second attachment

We had time to brainstorm needed changes for the courses and placed our ideas on flip charts around the room. We self-selected into 3 groups and responded to the following questions.

What are EMERGENT THEMES calling for a new course? Facilitator: Shannon Mong, CTF

“New” Courses Desired by Participants

- Design
- Appreciative Inquiry
- Introduction to Facilitation
- Facilitation 101
- Facilitation Techniques
- Connecting to New Sciences (Neuroscience, Complexity Science)
- Mapping the Organizational Journey
- Organizational Development (change & stages)
- Business Planning & Creation
- Coming to Consensus
- Data (gathering and using)
- Assessment
- Environmental Scan
- Asset Mapping
- Working with Case Studies
- Community Development
- Short course on Focused Conversation
- Virtual Facilitation (more offerings)
- Social Process Triangles
- ToP Creativity course
- Learning Basket
- Executive transition
- Conciliation
- Creativity- a course in the rough- get a shot/i.e. push + encouragement
- Courage to Lead
- Project Management
- Courses on “old” ICA and ToP methods & tools

Desired Learning Resources

- Overview of ToP & ICA Techniques
- Checklist of Recommended Trainings
- Resource List (courses, books, articles)

Issues & Concerns about ToP Training Offerings

- Approval process unclear (what are required elements of a “ToP course”)
- Prioritization Process needed for ToP training development (to determine the order in which courses are developed)
- ToP Network members aren’t aware of the diversity of courses offered by ToP trainers
- ToP Network provides limited support for training development
- ToP Network members want more topic-specific courses (not a “light touch” on several things)

What makes it a ToP course? Facilitator: Molly Shaw, CTF

- *Assumes transformation
- *Honors the need of participants to make decisions
- Teaching/application ToP methods
- Listed ICA website
- Vetted by collective/ branded
- Taught by ToP mentor/ qualified trainer
- Uses ORID as organizing structure
- Agreed upon by ICA/ ToP history told
- ToP is brand/intellectual property ICA

What are creative ways to work collectively on creating new or revised ToP curriculum? Facilitator: Nileen Verbeten, CTF

- Cross regional-co-train
- Collect O’s for revision
- Work virtually and face to face
- Do action plan
- Invest in R & D
- Incorporate data/ environmental scanning/ what works/ step outside our thinking
- Create structure
- Decide curriculum development model
- Define scope of project
- Clear goals/ measurable objectives
- Job/ role expectations

The following is a list of the brainstorm data collected from the flip charts related to each course:

ToP Facilitation Methods

- Consider creating a FOCO manual, handed out in the course, that is a “pocket sized” version of the manual
- 3 processes in 2 days is a lot- I’d maybe chop off Action Planning or just teach, don’t demo
- Opening- definitely is too long (not) Sticky! People glazed over- maybe allow for “leadership” discussion at the end
- Need a model mechanism to share new developments in the training, particularly around relevant demos for FC, CSW, AP, Practice topics focus questions
- Include a Community of Practice element (2 week follow-up try out a method on a group and report back your experience- follow-up conference call with trainer and new grads)
- Either remove or update the role of the facilitator mind map in participant manual
- Consider removing sample questions on Focused Conversations section
- Revise course context in instructor’s manual
- Liked the idea of updating the videos or options used in demo focused conversations- “Ideas into Action”-too old, “Everyday Creativity”- good but too long, like Quality of Life –Durham video option
- The mind map page needs to be totally updated
- Embed the new ToP video as a follow-up thank you to grad when they turn in evals
- Show alternative way of organizing data in consensus workshop that is fast and energizing (see Malaysia Model)
- Move class “simulations” into larger, real world contexts like solving problems vs planning a party
- Talk about ToP Facilitator Certification and Facilitation as a Profession and “track” to get there- on end of 2nd day of TFM
- Update the Focused Conversation vignettes
- Provide a blank template in Word for Focused Conversation and one for Consensus Workshop
- A section on prep design- “How to” maybe a template
- Bring a task force together to work on the Instructor’s Manual (i.e. ToP Secrets of Implementation course update team) Chicago- OK
- Because the course is so packed with information, I do a 15-30 minute exercise at the beginning of Day 2 using accelerated learning/ photo- reading techniques to “digest” the whole manual.
 - Put on low volume calming music
 - Participants have narrow post-its
 - Ask them to take 6 minutes to flip each page (lightly take in)
 - And put a post-it note on any page that appeals to you.
 - At the end of time, in dyads share: O- what pages you flagged, R- What intrigues you?, I- Importance or value to you in your daily work? D_ What do I want to know more about?

- Mini course on Focused Conversation- delivered in 1-2 hours; in person or virtually; train the trainer model for in-house delivery
- ORID/FOCO is all over the internet- still valuable to package and train folks in how to train others
- We have so many people we could train and introduce to ToP across the nation. Use NACCHO as brand ambassadors!- Laura Runnels
- FOCO app for phones
- Basic Participant workbook + Fieldbook Reference
- Participants can practice the workshop method and then actually do the action plan as they experience it
- Change the scramble activity- make questions REALLY obvious and make sure the participants don't feel they did something wrong
- Consider 3 One day courses rather than 3 methods in 2 days. Not fully experienced- focus on understanding and performance
- Weave Daniel Pink leadership into Leadership Styles
- Look to streamline an overly packed training agenda
- In Action Planning we need a better description of how to draw out commitments. What are the questions?
- Add links to everything supportive-List of places to go- how to join...
- Activity/ literature linking participants to “engagement” in ToP and/ or ICA activity
- Develop a Field Manual for TFM with more details and innovations to be sold as a complement to the simplified course manual
- Do Action Planning on the 2nd day
- Re do instructions for the consensus workshop practice
- New scramble cards
- Is grid used by all for method review?
- Creativity video content is best for Focused Conversation demo but is “old”
- Update facilitator mind map
- Offer promotional items to motivate course grads to take “another” step e.g. free book or discount membership for 1 year post TFM class
- Participant manual needs to be stripped down to essentials

ToP Strategic Planning

- ✓ Measure progress
- ✓ Attention to likely sticking points where groups bog down and thoughts on how to address
- ✓ The first 3 workshops are pretty much mirror images but implementation is totally different- it needs more time- more focus- more attention to how to manage the timing of the implementation- what to do as a whole group vs. subgroups- how to deal with advisory input vs. worker bees
- ✓ Consider adding case studies to the TSP course
- ✓ Consider discussing more about how to design SP for larger organizations
- ✓ The simulated portion of the course illustrates how to do SP with a group of 15-20 but not how to translate that to a much larger organization
- ✓ More on “Preparation and Design”- How to do an environmental scan- How to help people work with what they have

- ✓ Mini module on going from logic models to Strategic Planning
- ✓ New example of strategic planning document in participant's manual
- ✓ Update, clean, strategy portion of participant's manual
- ✓ TSP should be 3 days long. The second day was too condensed and many components were "breezed" or "glazed" over
- ✓ More time should be spent to show how you develop 90 day implementation plans other than just saying "you do it"
- ✓ Would have preferred to have not taken on a weekend- makes the work week overwhelming coming back from that
- ✓ A separate day on Approaches to Environmental analysis in tandem with TSP
- ✓ Studied recommendations for a truncated strategic planning process
- ✓ I have the fat free, 2%, etc recommendations- would appreciate best wisdom and experience applied to this course
- ✓ Include in the context/ overview both the pre and post of the 2 day strategic planning. The flow of strategic planning
- ✓ Implementation portion needs more work: more attention to creating and timing milestones for annual calendaring as needed; how to pull in current activity (90days) required for future milestones is weak; helping groups define clearly actionable 90 day plans- steps they clearly understand and can do; helping them create tracking tools
- ✓ Consider adding, writing or clarifying how ToP SP fits into other models like: Baldrige, Balanced Scorecard, HPO and other organization models
- ✓ Ditch the cards for naming exercise- use the cards from the real Underlying Contradictions section and give a little context
- ✓ Incorporate Linda Hamilton's comparison chart- compare PV to CW framework
- ✓ Add section on design and how to determine what group needs to know- Wall of Wonder, Scan, Trends (time is the issue)
- ✓ A place in the course that briefly introduces concepts of Wall of Wonder/ Historical Scan (refer to ICA Associates Canada work), Values- refer to Values shift, Mission- refer to Laura Spencer's work tool on this
- ✓ Talk about difference between vision and mission
- ✓ Add creativity methods between contradictions and strategic directions
- ✓ Have the class embedded with a real client and students design and deliver real time meetings as experiential natural service learning
- ✓ Lots of minor edits re language consistency needed in the participant's manual
- ✓ Environmental Scan day added to PSP

MToP

- ❖ Showcase this at Network Meeting (whole)
- ❖ The reshuffling of the material and the ad hoc organization looks disorganized
- ❖ Include whole Power of Image Shift course as another session of the MTOP
- ❖ Ongoing connection with class participants
- ❖ Maybe 1-2 day additional trainings every couple of years

Power of Image Shift

- Include this course as the 5th quarter of the MToP
- Tighten up on some of the examples
- Be 2 days
- Needs a new name-confusing with something that may be about visual image- a little bit reflective of the course outcome/ impact or “participation”-hard to sell
- Update research that is referred to(reference current research in DD and neuropsychology)
- More current article for book charting
- Provide a “design template” in Microsoft Word

Facilitation Graphics

- ✚ Should be in a category called skill building rather than a ToP course
- ✚ Consider offering as an optional add on day to one of the other courses to help cut the travel costs for participants
- ✚ More sample graphics in the guide (so good- want more)
- ✚ Very happy this is offered
- ✚ Barb MacKay would like to train this
- ✚ Not sure if you do this already but talk about in overview
- ✚ Using 2 facilitators ideal – 1 to facilitate the process and 1 to record
- ✚ The why of graphics (image shift, beauty, visual learners)
- ✚ Talk also about the “altered state” a graphic facilitator needs to take to actually “deeply hear” and channel the info depicted
- ✚ Annual meeting early facilitation graphic session coaching- do skill base stuff

Virtual ToP Facilitation Courses

- Check out what ICA Canada does with their virtual course
- Different day of the week? More consolidated time frame?
- Update stories- how has ToP been used recently in various sectors
- Add the current discoveries in human behavior, brain research, social science, OD to ORID theory
- More on role of the facilitator
- Should be in a category called “skill building” rather than a ToP course
- ToP virtual should focus only on ORID and consensus workshop –not other methods
- These courses need to be vetted by the (Network and ICA) to be able to remove the “new” designation from ICA_USA website
- Can a participant re-take the course for a reduced fee if he/ she doesn’t get it?
- If Focused Conversation is part of the course, the TFM should be a pre-requisite
- Should seat fees apply to courses taught outside the USA?

Our responses regarding course updates relating to many courses

- Create a front and prep / homework for each course to get attendees more ready
- Need more on ICA methods that are not currently in the ToP curriculum- Wall of Wonder, Wave, Framing, others
- Trainer's manual needs to be updated, developed
- A template package for each course on ICA-USA website for trainers (like TFM) and for users (for a small fee)
- On the ICA-USA website or ToP network website have a user's forum for each course; again could be a small fee (if on ICA-USA website) or ToP Network membership
- On-line practice sessions- sort of on-line class for those who have already taken the class but need a refresher. It could be a YouTube video broken up between the different sections of the course. There could be a charge to view (\$10 a pop) or something small to the user but significant to the network. The video could cover frequently asked questions or what tends to be the most challenging or most often forgotten but important aspect of the ToP methods.
- ToP Facilitation Methods and ToP Strategic Planning should be listed first on the ICA website as these are the signature courses. 1st and in the largest font (not these virtual courses)
- Also ToP and course needs to have a higher priority and be referenced on the ICA home page- with a current bullet
- Terry says we are important but the website does not reflect that.
- Process Design- not sure where this goes- We need more training and support on process design and adapting methods and making tweaks while facilitating
- What are the things we can do to engage course graduates after the TFM if they choose not to take another course, go to MToP, etc?
- Facilitating Conciliation: Should seat fees apply if courses are on the ICA website?
- What can we do to generate facilitation opportunities from course graduates?
- Course on creativity integrated into the ToP method- also discussion on creativity studies
- Participant manuals with larger columns on each page (for participant note-taking)
- Increase breath of examples of how applied (community development and business)
- Seek out people with training development experience (whether or not they are ToP trained)
- ToP design course might be part of "creativity"
- Community mobilization
- At NACCHO we use phrase "bike rack" rather than "parking lot"
- Provide list/ instructions/ illustrations of energizers- 1 to 2 minute breaks-to get the bodies moving and L-R brain reconnected and let the list continue to grow
- Brain gym
- Principles for creating your own in the moment
- Let the ToP network grow up- increase dues to hire staff for course revisions, marketing, etc. \$100 and \$200 levels are a pittance
- Put revision dates on manuals

- Create train the trainers to enlarge trainer teams especially for advanced courses and skill building courses
- Would be willing to put through Making Data Dance as a ToP course, if I could get a small group of people who've been through it to think through with me , how to do it- Jane Stallman
- Fees for taking refresher/ repeating courses that have been updated and revised
- Update the procedures for vetting new classes or have the validation that the 1998 procedures are still to be used
- Training journey for advanced courses classified, commonized and published
- Continued expanding courses with advanced courses for facilitators including methods not taught in current courses (Refresh and renewal retreats)
- Market courses as a “suite”
- All courses use videos and examples in class that “show” a worldwide community of ToP work in organizations , business and places (community development) grads might want to join