

## STAGES OF A DIALOGUE PROCESS

EXPLORATION

DESIGN

IMPLEMENTATION

MONITORING

ISSUE

ACTORS

CONTEXT

## 1. Exploration

- Explore existing conditions to determine: if other stages of the process should be continued, if the initiative should be cancelled, or if additional time and resources are needed to prepare the conditions for dialogue.
- Understand as well as possible—and, time permitting, from each angle and perspective—the following three fundamental aspects: the issue, the context, and the key actors.
- Once it has been determined that the conditions exist to continue with the dialogue process, this stage provides valuable information about the context, the actors, and the main issues. This information will be useful in the next stages of the process.

## 2. Design

- Develop a solid support framework to support the process: a management and facilitation team, the financial resources, and the external communications strategy.
- Define the contents of the process: objectives, timeframes, and the overall agenda.
- Select actors that could serve as dialogue participants.

## ✓ Process framework

▪ **Dialogue champions** through virtual course on DD

▪ **Dialogue strategy** drafted at F2F workshop and completed post-workshop

**National Development Planning Dialogue Initiative (NDPDI)**

Purpose: support country-level dialogues on issues and themes related to developing a long term national development plan (NDP) that will guide the sustainable development of Sint Maarten.

1. First phase: community-based dialogues (CBD) in # districts
2. Draft of visionary report (NDPwg)
3. Second phase dialogues for socialization and validation of Draft report
4. Prepare Final draft report
5. Endorsement by SC of the Final Report with **National Development Plan** that fosters a common understanding of national development priorities, implementation strategy and monitoring mechanism.
6. Sharing with other parts of the Kingdom.

✓ Context analysis

✓ Actor mapping

✓ Resources (human and financial)

✓ Objectives, timeframe, overall agenda or the process.

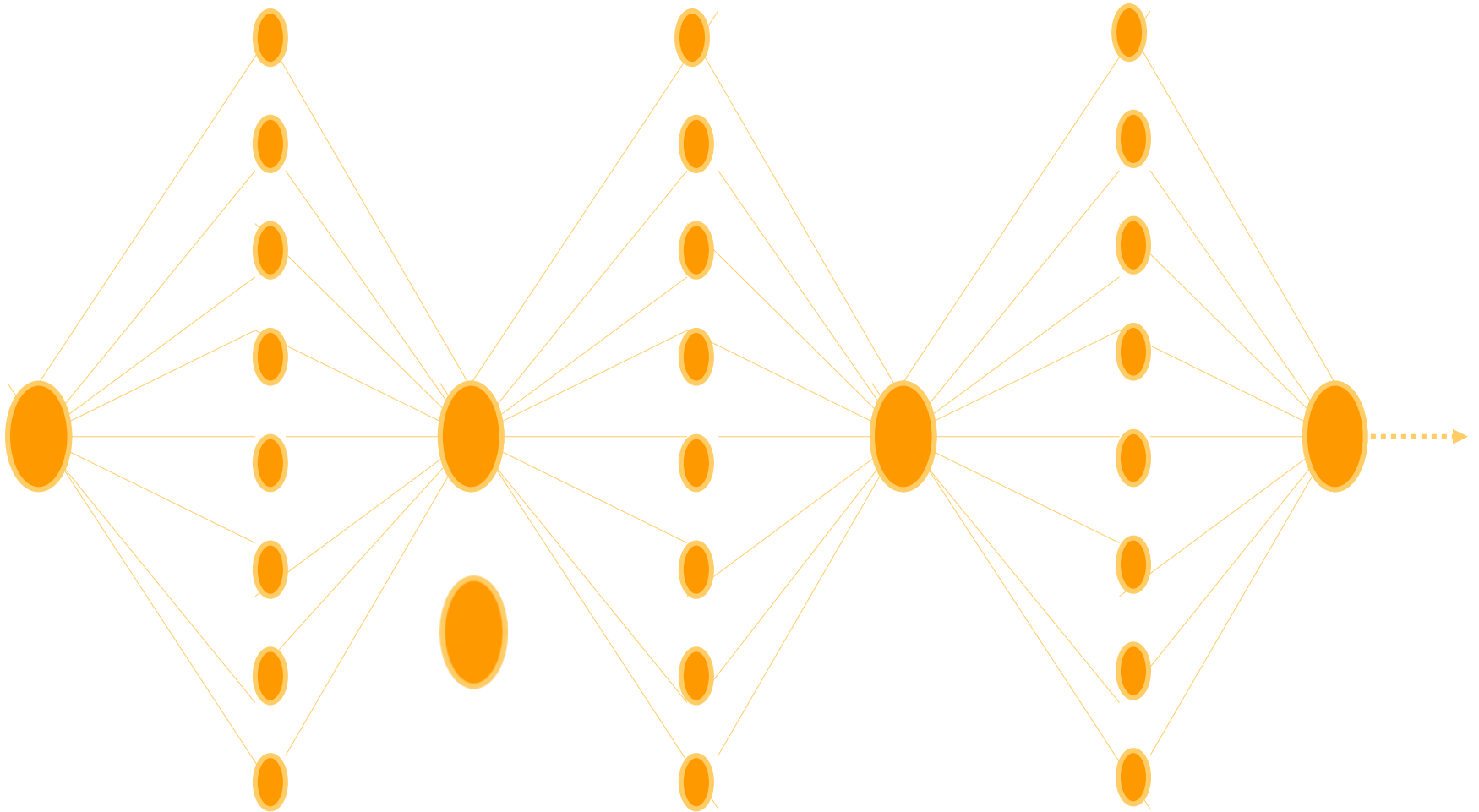
### **3. Implementation**

- Prepare the events: the methodological roadmap, logistics, and related administrative and financial aspects.
- Get the dialogue started in a safe space, apply some guidelines for its development, and define the internal communications strategy.

### **4. Monitoring**

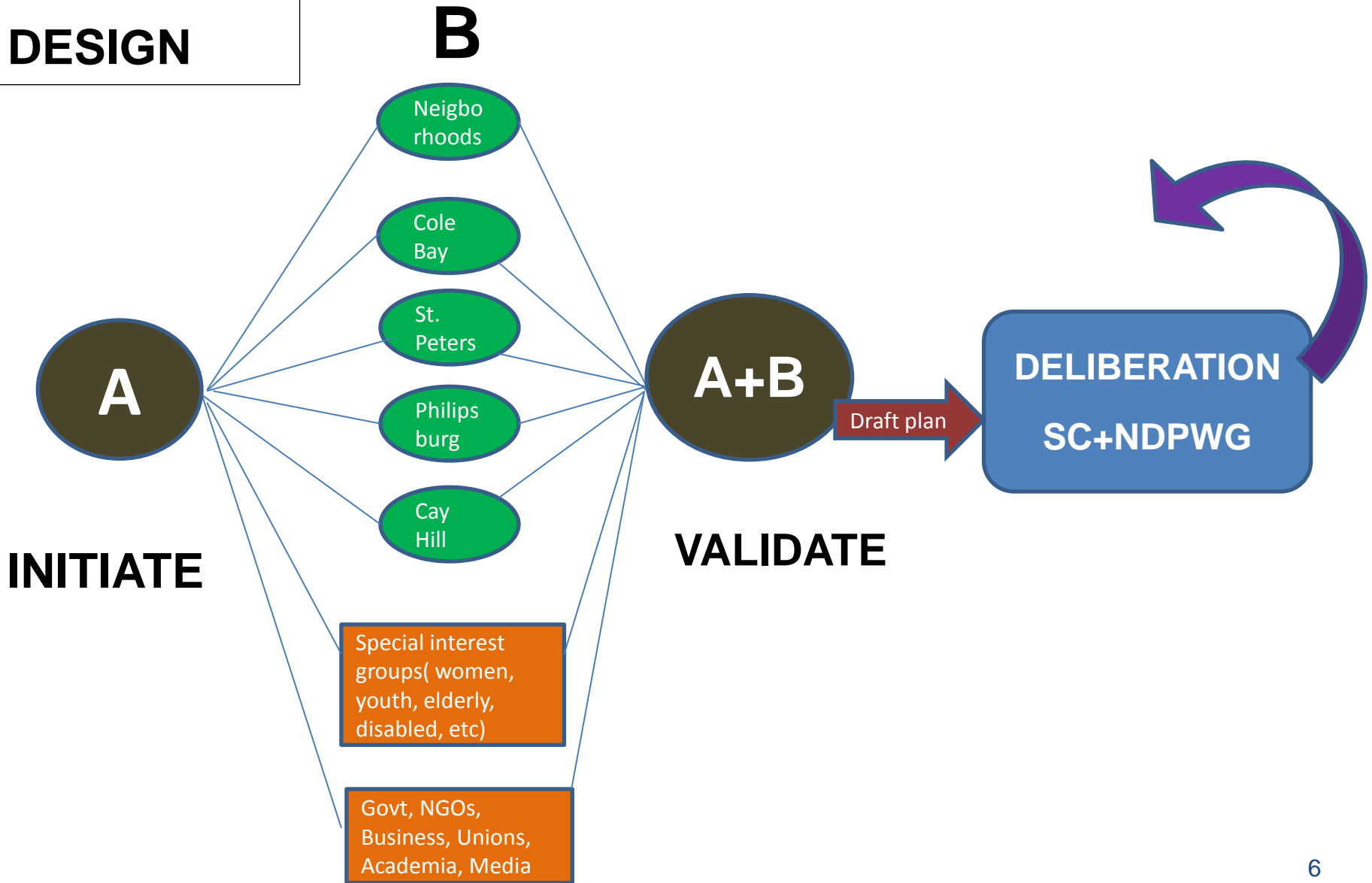
- Identify and prepare documents to support monitoring: briefings, a progress matrix, minutes of meetings, communiqués, evaluations, and periodic reviews.
- Prepare reports for donors.
- Provide feedback to the facilitating team if it is determined that the process design needs to be adjusted.

# General Process and Events

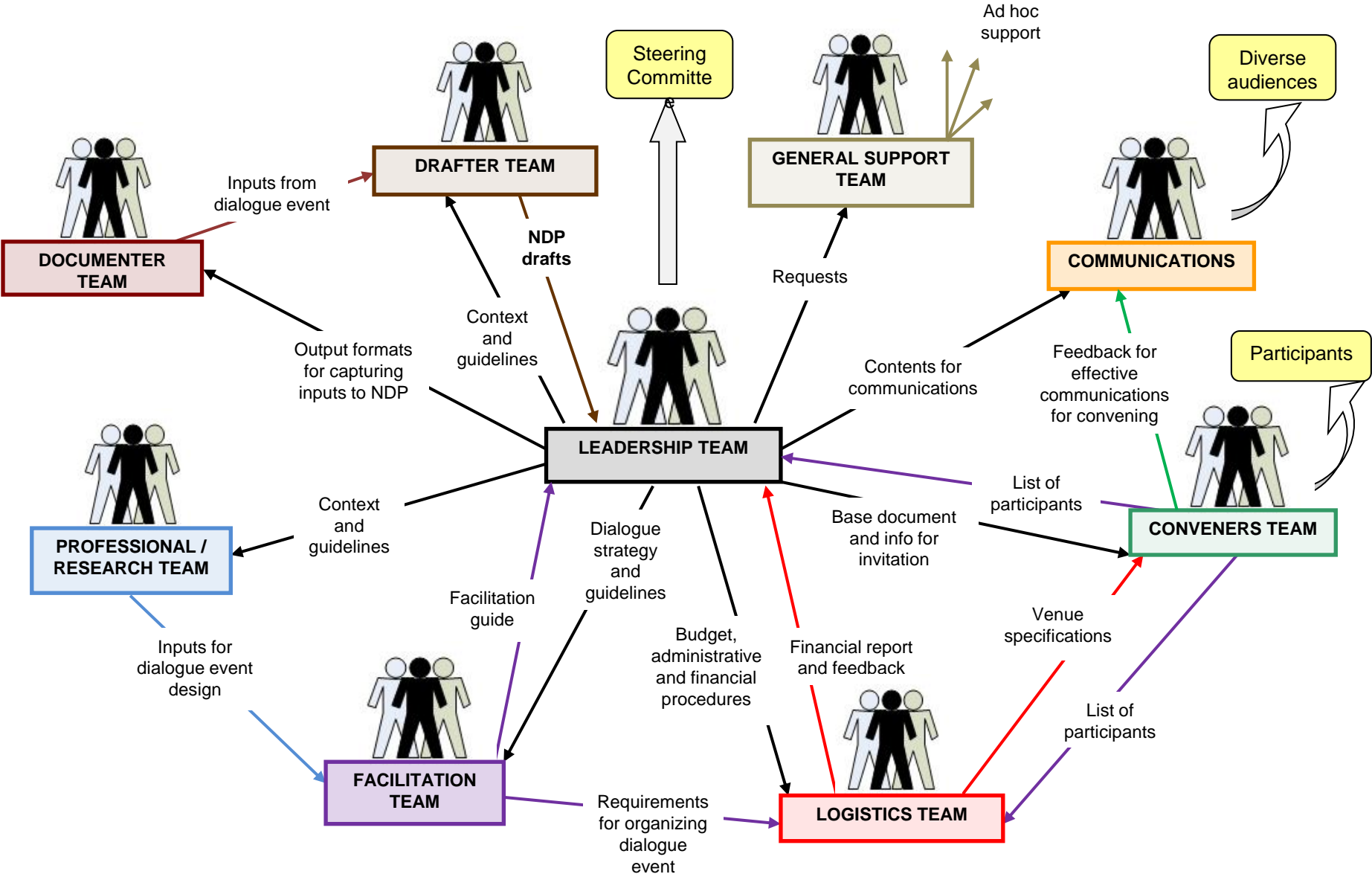


**SWOT /Scan, Surveys, Inputs from training, etc**

**DIALOGUE DESIGN**



# Diagram of Relevant Internal Relationships



# National Development Plan WORKING GROUP

1. Leadership Team
2. Convener team
3. Professional / Research team
4. Logistics team
5. Facilitation team
6. Documenter team
7. Communications team
8. Drafter team
9. General support team



## LEADERSHIP TEAM

1.	Okama Brook	Okama.Brook@sintmaartengov.org
2.	Tom Woods	Tom.Woods@undp.org
3.	Andrea Ortega	Andrea.Ortega-Oudhoff@sintmaartengov.org
4.	Joeri Arion	Arion.Joeri@sintmaartengov.org

## CONVENER TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Myrna Lynch	
2.	Romeo	
3.	Alberto Bute	
4.	Emmalexis Velasquez	Anytime with notice
5.	Helen Salomons	

## PROFESSIONAL / RESEARCH TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Myrna Lynch	
2.	Conrad Richardson	8 hours
3.	Paul Henriquez	Anytime with notice, flexible
4.	Emmerika Destin	
5.	Keturah de Weever	2 hours
6.	Marcellia Henry	flexible
7.	Sjaoel 'Shooz' Richardson	Weekends, evenings, occasionally during the day

## LOGISTICS TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Ernesto Lake	1 day in weekend and 1 evening during week
2.	Rose Pooran-Fleming	4 hours/week
3.	Keturah de Weever	4 hours
4.	Claudia Connor	
5.	Llyod Beaton	Some
6.	Emmalexis	Anytime with notice
7.	Helen Salomons	+ documenters
8.	Emmerika Destin	With notice

## FACILITATION TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Alberto Bute	
2.	Xiomara Balentina	Evenings, weekends
3.	Rob Wijnen	Enough time, all mornings, on appointment
4.	Dieudonne Ostiana	10 hours/week
5.	Errol Larmonie	Negotiable timing
6.	Joyce Watson	8 hours/week, in the evenings
7.	Johan (Hans) Sellink	Enough
8.	Wideke Vijverberg	Weekends, + 1 night during the week (but not every week)
9.	Erika Cannegieter	6-10 hours/week, flexible
10.	John Sandiford	
11.	Carmen Hodge	2 days/week, twice per month, not weekends
12.	Conrad Richardson	8 hours
13.	Dominique Hodge	As needed, flexible
14.	Emmalexis Velasquez	Depending on nature of the group, anytime with notice
15.	Renate Sluisdom	2 days/week excluding weekends

## ... Facilitation Team

	<b>Name of Volunteer</b>	<b>Availability</b>
16.	Maria Buncamper	Anytime with notice
17.	Paul Henriquez	Anytime with notice, flexible
18.	Roseann Rumnit	2 hours, evenings and weekends
19.	Othmar Henrieta	
20.	Helen Salomons	
21.	Nicole Erna Mae Francis	3 hours/week, requires 3 weeks notice (support on counseling)
22.	Connie Francis Gumbs	4 hours once per week
23.	Carl Duinkerck	(c/o SUNFED)
24.	Marcellia Henry	Flexible
25.	Margaret Steman-Yau	Anytime, advance notice
26.	Diana Bryson	Flexible

## DOCUMENTER TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Myrna Lynch	
2.	Claudia Connor	
3.	Dominique Hodge	As needed, flexible
4.	Emmalexis Velasquez	Anytime with notice
5.	Dieudonnee Ostiana	10 hours (only visual/interviewing documentation)
6.	Renate Sluisdom	2 days per week, weekends okay
7.	Rodney Davis	4 hours/week (can serve on any team depends on nature & context, but preference: documenter)

## COMMUNICATIONS TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Dominique Hodge	As needed, flexible
2.	Maria Buncamper	Anytime with notice
3.	Diana Bryson	Flexible
4.	Emmalexis Velasquez	Anytime with notice
5.	Elgidio 'Chino'	
6.	Emmerika Destin	With advance notice
7.	Marcellia Henry	Flexible
8.	Margaret Steman-Yau	Anytime, advance notice
9.	Connie Francis Gumbs	4 hours, once per week

## DRAFTER TEAM

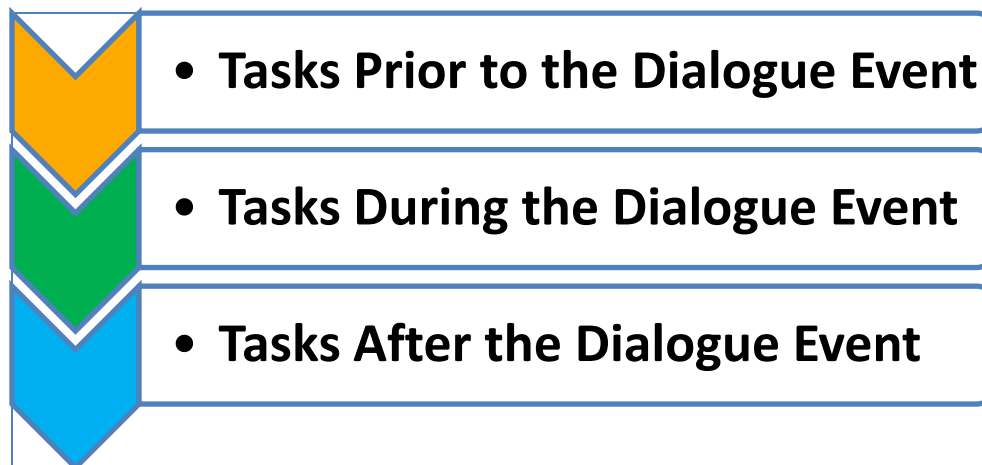
	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Melanie Choisy	TBD
2.	Johan (Hans) Sellink	Enough
3.	Sjaoel 'Shooz' Richardson	Weekends, evenings, occasionally during the day
4.	Paul Henriquez	Anytime with notice
5.	Emmalexis Velasquez	Anytime with notice
6.	Joyce Watson	8 hours/week in the evening

## GENERAL SUPPORT TEAM

	<b>Name of Volunteer</b>	<b>Availability</b>
1.	Alberto Bute	
2.	Xiomara Balentina	Weekends, evenings
3.	Paul Henriquez	Anytime with notice, flexible
4.	Nicole Erna Mae Francis	3 hours/week, with ample notice
5.	Helen Romeo	
6.	Errol Iarmonie	negotiable
7.	Warno Kartokromo	
8.	Wideke Vijverberg	Weekends, + 1 night in the week

## 2. Logistics

- The purpose of the Logistics Team is to provide timely, thoughtful, efficient and effective support to the dialogue process during all its phases.
- It impacts directly the quality of the dialogue container.
- It provides important support to the transparency of the process.
- It normally depends on the Technical Secretariat.





- **Convening:**

- Build and maintain a database of participants (name, phones, email, assistant information, special requirements, gender, age, sector).  
Source: actor mapping.
- Send invitation with description of the process, objectives of the event, teams, place, time. On behalf of convener team.
- Receive confirmations and register them.
- Keep the conveners and facilitator informed on the progress.
- Inform about special cases where more efforts have to be done in order to get people on board.
- Send logistics note, draft agenda, list of participants (sometimes in bio format), and preparatory readings to confirmed participants.

- Select and contract an appropriate **venue** (accessible, size, natural light, comfortable, view, free space for dynamics, no interruptions).
- Contract **services** for accommodations, meals, meeting rooms, audio, furniture, equipment, etc.
- Prepare **materials and equipment** to be used by facilitator.
- Depending on the design, hire **resource persons** (speakers, thematic experts, etc.).
- Define roles and functions for **support staff**: equipment and audio, meals, layout, assistance to dialoguers, documenting, pictures, etc.

# Example of an Invitation



September 30, 2011

Dear Colleagues,

The conflict that emerged in Bolivia during the process of constitutional reform (2006-2008) was resolved after a long and laborious process of political dialogue and negotiated compromises which paved the way for the approval by referendum of a new Constitution in January 2009.

Throughout this process, the United Nations supported the Bolivian people and its government in their efforts to achieve a peaceful end to the conflict. To this end, the United Nations Development Programme (UNDP) provided key technical and political support to Bolivian institutions and individuals, as well as to the UN System as a whole in its role as an observer and facilitator of the political dialogue from September to October 2008.

UNDP commissioned a study of this major political dialogue and prepared a report identifying and analyzing key elements that allowed a peaceful resolution of the conflict in Bolivia, including the role played by the political leaders on both sides of the conflict as well as the Bolivian citizens' demand for the cessation of violence,

The report also highlights the contribution of the United Nations, and UNDP in particular, in promoting a peaceful resolution of the conflict, strengthening democratic institutions and facilitating the dialogue that ultimately led to the agreement on the text of the current Constitution.

We are pleased to invite you to the launch of the abovementioned report, "***It was not how we imagined it - A story of dialogue, conflict and peace building in Bolivia***" to be held at the Lincoln Center in New York City on October 20 from 11:00 to 13:00 hours. The final Report is attached for your perusal prior to the launch event.

Please confirm your attendance to [lnaki.defrancisco@undp.org](mailto:lnaki.defrancisco@undp.org) or [anai.linares@undp.org](mailto:anai.linares@undp.org).

Best regards,

A handwritten signature in black ink, appearing to read 'Heraldo Muñoz', is positioned above the typed name.

Heraldo Muñoz  
Director  
Regional Bureau for Latin America and the Caribbean  
UNDP

# Example of a Registration Form



## REGISTRATION FORM

Complete name (first, last)	
Physical address to receive mail	
Telephone	
Cell phone	
Name of assistant or contact person	
Cell phone of assistant or contact person	
Any particular indication that we need to know of in order to give you the best attention during the Workshop? (For example if you are vegetarian, allergic to gluten, sensitive to lactose, do not consume sugar, have any handicap, etc.)	
A couple of paragraphs about your biography. This will be used to prepare a document with summarized bio information of all members of the Scenario Team (it will only be shared with the Scenario Team).	
Your picture	

No.	Surname	First Name	Title	Workshop Availability	Sector								Affiliation	Gender	Age	Race	Province
					Politics	Gov	Labour	Bus	Civil	Public Ad	Academ	Other					
1	Smith	John	Doctor								Academ		Female	45+	White	Gauteng	
2	Smith	John	Mr				Labour					Cosatu	Male	48	Black	Gauteng	
3	Smith	John	Ms								Academ		Female	45+	White	Gauteng	
4	Smith	John	Mr					Bus	Civil				Male	37	Black	Eastern Cape	
5	Smith	John	Mrs		Politics			Bus				ANC	Female	48	Black	Gauteng	
6	Smith	John	Ms								Academ		Female	27	White	Western Cape	
7	Smith	John	Mr		Politics							DA	Male	40+	White	Western Cape	
8	Smith	John	Professor								Academ		Male	55	White	Gauteng	
9	Smith	John	Mr					Bus					Male	50	White	N/A	
10	Smith	John	Mr		Politics							ID	Male	35	Black	Kwazulu Natal	
11	Smith	John	Mr				Labour					Sacotu (Nactu)	Male	40+	Black	Gauteng	
12	Smith	John	Mr				Labour				Academ		Male	38	White	Gauteng	
13	Smith	John	Professor								Academ	Other	Female	55	White	Western Cape	
14	Smith	John	Mr		Politics							ANC (new)	Male	50+	Black	Free State	
15	Smith	John	Mrs				Labour					Sacotu (Fedusa)	Female	66	Black	Gauteng	
16	Smith	John	Doctor					Bus			Academ		Male	56	Black	Gauteng	
17	Smith	John	Ms					Bus				ANC	Female	58	White	Gauteng	
18	Smith	John	Mr					Bus					Male	52	White	Gauteng	
19	Smith	John	Mr							Public Ad			Male	45+	Black	Gauteng	
20	Smith	John	Ms						Civil				Female	33	Black	Western Cape	
21	Smith	John	Doctor			Gov						ANC (new)	Male	49	Black	Limpopo	
22	Smith	John	Mr	No accom.	Politics			Bus					Male	53	Black	Gauteng	
23	Smith	John	Mr					Bus					Male	44	Black	Kwazulu Natal	
24	Smith	John	Most Reverend						Civil				Male	67	Black	Western Cape	
25	Smith	John	Ms		Politics							UDM	Female	50+	Black	Eastern Cape	
26	Smith	John	Mr		Politics							PAC	Male	50+	Black	Gauteng	
27	Smith	John	Doctor					Bus	Civil		Academ	Black Con	Female	60	Black	Western Cape	
28	Smith	John	Ms					Bus					Female	36	Black	Gauteng	
29	Smith	John	Mr		Politics							Black Con	Male	56	Black	Gauteng	
30	Smith	John	Mr					Bus					Male	40	Black	Gauteng	
31	Smith	John	Reverend		Politics							IFP	Male	48	Black	Kwazulu Natal	

# Example of a normal list of participants

## Report on the Drug Problem in the Americas Scenario Team

	Name	Reference	Country of origin
1	Mercedes Aranguren	President of Fundación Convivir	Argentina
2	Kofi Barnes	Judge, Ontario Court of Justice	Canada
3	Rafael Bielsa	Secretary of State of the Ministry of Planning for the Prevention of Drug Abuse and Drug Trafficking, SEDRONAR	Argentina
4	Adam Blackwell	Secretary for Multidimensional Security, OAS	Canada
5	Margaret Bloodworth	Former National Security Advisor	Canada
6	Gloria Bodnar	Director of the Research and Evaluation Department of the Anti-drug Foundation of El Salvador, FUNDASALVA	El Salvador
7	Mauricio Boraschi	Deputy Minister of the Presidency in Security Affairs, National Drug Commissioner, Ministry of the Presidency	Costa Rica
8	Marisol Calix	Local Coordinator of Armando Paz	Honduras
9	Marcela Chacón	Deputy Minister of Interior and Police, and focal point for the SICA Regional Security Strategy	Costa Rica
10	María Teresa Chadwick	Prevention and Management Director, Consultant, and former Secretary of CONACE	Chile
11	Gino Costa	Former Minister of Interior, former Deputy Ombudsman, and current President of Ciudad Nuestra	Peru
12	Sandro Costa Santos	Deputy Coordinator of Human Security, Viva Rio	Brazil
13	Rogelio Flores	Superior Court Judge, Santa Barbara County	USA
14	Jaime García Díaz	Research Associate of the Institute of International Studies at the Pontifical Catholic University of Peru	Peru
15	Genaro García Luna	Former Secretary of Public Security	Mexico
16	Juan Ramón Gradiz Blanco	Inspector General of the National Police of Nicaragua	Nicaragua
17	Aminta Granera Sacasa	General Director of the National Police of Nicaragua	Nicaragua
18	Ivelaw Lloyd Griffith	Provost and Senior Vice President, Academic Affairs York College of The City University of New York	Guyana
19	Edgar Gutiérrez	Former Minister of Foreign Affairs and current Ambassador to Guatemala on special mission to reform drug policy	Guatemala
20	Alejandro Hope	Analyst from the Mexican Institute for Competitiveness	Mexico
21	Martin Jelsma	Coordinator of Drugs & Democracy Programme - Transnational Institute (TNI)	The Netherlands
22	David Johnson	Senior Advisor, CSIS, Washington	USA
23	Callixtus Joseph	Regional Crime and Security Strategy Coordinator, CARICOM Implementation Agency for Crime and Security	Saint Lucia

# Example of a Bio list

## Report on the Drug Problem in the Americas

### SCENARIOS TEAM

#### MERCEDES ARANGUREN



[Argentina. President of Convivir Foundation]

Degree in Psychology. Joined the Convivir Foundation in 1996. She previously worked in the private sector in developing new ventures in hospitality, which gave her much experience that she could apply for developing the organization. She always desired to work for society, so when her children grew up, she made the decision. Since 2006, Mercedes Aranguren has served as President of the Convivir Foundation; Director of International, Regional and National Projects from 1996 to date; and Coordinator of the Convivir Foundation's "Four Seasons" Outpatient Center, for the treatment of adolescents and adults with drug dependence problems, specializing in dual pathology, from 2005 to present. Mercedes is also a consultant and trainer in comprehensive prevention programs for addictions, community intervention and health promotion. Married to Ramon Vasquez, mother of 5 children (2 of her own and 3 of her heart).

mmaranguren@yahoo.com

#### KOFI BARNES



[Canada. Judge, Ontario Court of Justice]

Justice Kofi Nkum Barnes was appointed as a Judge of the Ontario Court of Justice in 2004. At the time of his appointment Justice Barnes was the Deputy Director of the Federal Prosecution Service, now Public Prosecution Service of Canada, in the Ontario Region. In 1998, he worked closely with the Honourable Mr. Justice Paul Bentley to establish Canada's first Drug Treatment Court and became the first prosecutor in Canada to work in a Drug Treatment Court.

Kofi Barnes is an expert, pioneer and innovator in the introduction of therapeutic principles into the criminal courtroom. In addition to his regular judicial duties he has provided extensive advice on the subject, to judges, lawyers and substance abuse treatment providers in Canada and abroad. He is a recipient of many community and professional awards including a Queen Elizabeth Golden Jubilee Commemorative Medal in 2003.

In November 2006, Kofi Barnes established the Durham Drug Treatment and Mental Health Court and in June 2011, he established the Youth Community Restoration Court in Toronto. He is the Local Administrative Judge for that Courthouse. Kofi Barnes is involved in an extensive number of community activities with special emphasis on youth at risk, the social causes of criminal behavior and the impacts of drug addiction and mental health on criminal behavior.

Justice Kofi Barnes is the founding President of the Canadian Association of Drug Treatment Court Professionals (CADTCP). He is the founder of the CADTCP's National Problem Solving Court Institute (NPSCI) and National Research and Evaluation Institute (NREI). Kofi Barnes is also Chair of the International Association of Drug Treatment Courts (IADTC).

Kofi.barnes@ocj-cjco.ca

#### RAFAEL BIELSA



[Argentina. Secretary of the Ministry of Planning for the Prevention of Drug Abuse and Drug Trafficking, SEDRONAR]

In December 1999, Rafael Bielsa was appointed General Comptroller, where he remained until the end of 2001. In 2003 he was appointed Minister of Foreign Affairs, International Trade and Culture, a position he left in 2005. That same year he was elected National Deputy for the City of Buenos Aires. He has been Secretary of the Secretariat for the Prevention of Drug Abuse and the Fight against Drug Trafficking (SEDRONAR) since December 30, 2011.

andreadearza@gmail.com

#### ADAM BLACKWELL



[Canada. Secretary for Multidimensional Security, OAS]

Adam Blackwell is a former career Canadian diplomat. He is currently the Secretary of Multidimensional Security at the Organization of American States. He held the position of Secretary of External Relations of the OAS, until August 2010, and prior to this, he was the Assistant Secretary of Finance and Administration (Treasurer).

From 2005 to 2006, he was Director General of Strategy and Services in the Bilateral Relations Branch of Foreign Affairs and International Trade Canada. He was appointed Ambassador of Canada to the Dominican Republic from 2002 to 2005. He has also served as Consul General in Mexico, New York and held a variety of assignments in Africa. Adam Blackwell first joined Foreign Affairs and International Trade Canada in 1985. Over the years, he has participated in, and led several OAS Electoral Cooperation and Observation missions.

Adam Blackwell is member of the Board - Trust of the Americas, the Global Agenda Council - World Economic Forum, the Commission to Reform the Security Sector - Honduras, and of the Advisory Board for the Center for Violence Prevention and Community Safety - Arizona State University.

ablackwell@oas.org

#### MARGARET BLOODWORTH



[Canada. Former National Security Advisor]

Margaret Bloodworth, CM, LLB is a former senior Canadian public servant, most recently Associate Secretary to the Cabinet and National Security Advisor to the Prime Minister (2006-2008). Prior to that, she was the first Deputy Minister of Public Safety (2003-2006), Deputy Minister of Defence (2002-2003) and Deputy Minister of Transport (1997-2002).

Margaret Bloodworth is a member of the Order of Canada. She has received the Public Service of Canada Outstanding Achievement Award, the Vanier Medal of the Institute of Public Administration of Canada, an honorary degree from the University of Winnipeg, an honorary diploma from the Canadian Coast Guard College and charter membership in the Common Law Honour Society of the University of Ottawa.

Currently she is a Senior Fellow with the University of Ottawa School of Public and International Affairs and chairs the management board of Cornerstone Housing for Women. She is also a member of the boards of the Community Foundation of Ottawa, the World University Service of Canada, and the Canadian Council of Academies.

m.bloodworth@rogers.com

# Example of a Logistics Note



## Learning Journey

### Political Parties and Public Policymaking Processes: the role of multi-stakeholder dialogue

#### Logistics Note

#### The Journey

It will be held at Antigua Guatemala (located at 40 minutes from Guatemala City). It will start with a welcome dinner on Tuesday 27, and end after lunch on Thursday, November 29.

#### Transportation

We have made the necessary arrangements with [Porta Hotel Antigua](#) so they will provide us with the shuttle service to and from Antigua. We have provided the Hotel with a list of participants coming from other countries and their arrival time to Guatemala City. Each trip costs US\$15.00 per person and the available schedule is:

Airport to Hotel	07:00 am	Hotel to Airport	04:10 am
	10:00 am		06:10 am
	12:30 pm		08:45 am
	14:00 pm		11:10 am
	18:00 pm		15:10 pm
	20:00 pm		17:10 pm

The shuttle service out of the above schedule costs between US\$30.00 and US\$50.00.

#### Accommodation

The Journey will be held at [Porta Hotel Antigua](#). We have reserved a single room for each participant. Check-in starts at 3:00 pm on Tuesday 27, and check-out must be made before 1:00 pm of the day of departure (Thursday 29 or Friday 30, according to the flights of each participant).

The address and phone numbers of the Hotel are:

8a calle poniente No.1, La Antigua Guatemala, Sacatepéquez.  
Phone numbers: (502) 7832-2801 / 7832-2802 / 7832-2803  
7832-2804 / 7832-0331 / 7832-0288  
Fax: (502) 7832-0807

#### Expenses Covered

The following expenses will be covered for local participants:

- 2 nights at the hotel: November 27 and 28
- November 27: coffee and light refreshments during the afternoon, welcome dinner
- November 28: breakfast, am coffee break, lunch, pm coffee break, dinner
- November 29: breakfast, am coffee break, lunch

The following expenses will be covered for participants coming from other countries:

- air ticket
- 2 or 3 nights at the hotel: November 27, 28, 29 (depending on flight schedule)
- November 27: coffee and light refreshments during the afternoon, welcome dinner
- November 28: breakfast, am coffee break, lunch, pm coffee break, dinner
- November 29: breakfast, am coffee break, lunch, coffee and light refreshments during the afternoon, dinner
- November 30: breakfast
- US\$100 for land transportation, additional taxes to those already included in the air-ticket, etc.

Any other service used by the participants, such as personal calls, personal faxes, laundry, extra food and beverages, must be cancelled by the participant at check-out time. When checking-in, the Hotel will ask each participant to present an international credit card to guarantee the payment of additional and not-included expenses.

For administrative purposes, we kindly ask the participants coming from other countries to give us their boarding passes and a photocopy of their passport (cover page and page with entry seal).

#### Weather

The weather in Antigua Guatemala is dry during this season, and the temperature is around 18-Celsius degrees. At night it gets colder. The meeting rooms and restaurant are air-conditioned.

#### Currency

In Antigua Guatemala you can exchange dollars to quetzales, both at the Hotel as at several banks in the city. The exchange rate is around Q8.00 per US dollar.

#### Contacts

**Sonia González**

[sonia.gonzalez@undp.org](mailto:sonia.gonzalez@undp.org)  
Cell phone (502) 5708 5907

**Anaí Linares**

[anaí.linares@undp.org](mailto:anaí.linares@undp.org)  
Cell phone (502) 5205 2909



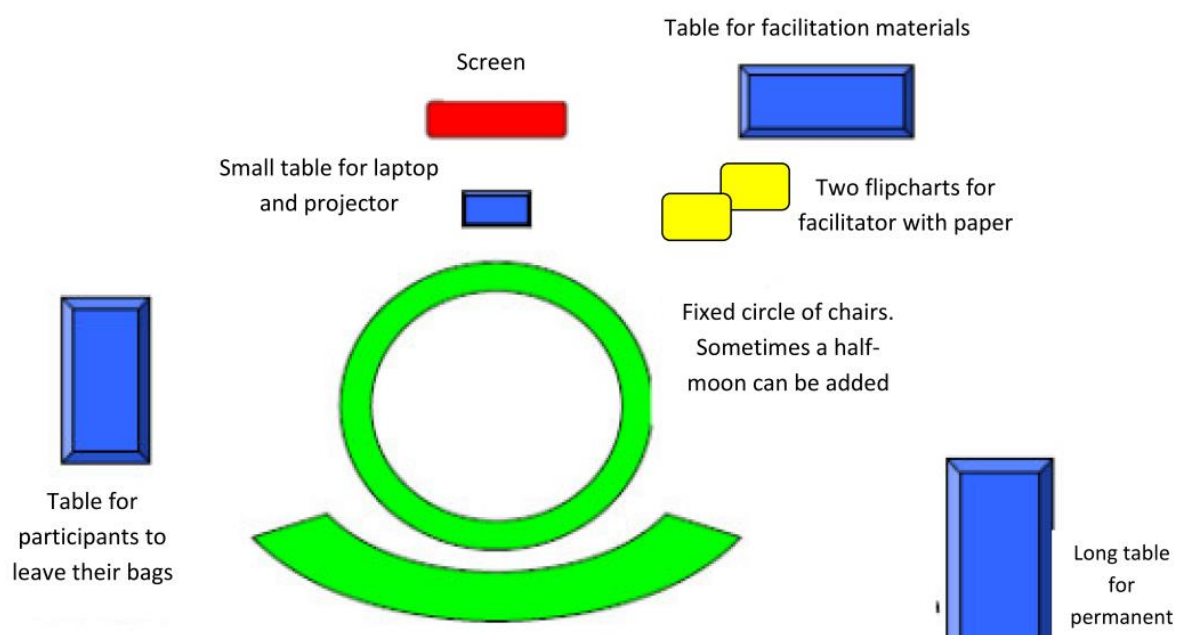
# Example of an Agenda

## AGENDA First Scenario Workshop

### Report on the Drug Problem in the Americas 20-24 January, 2013

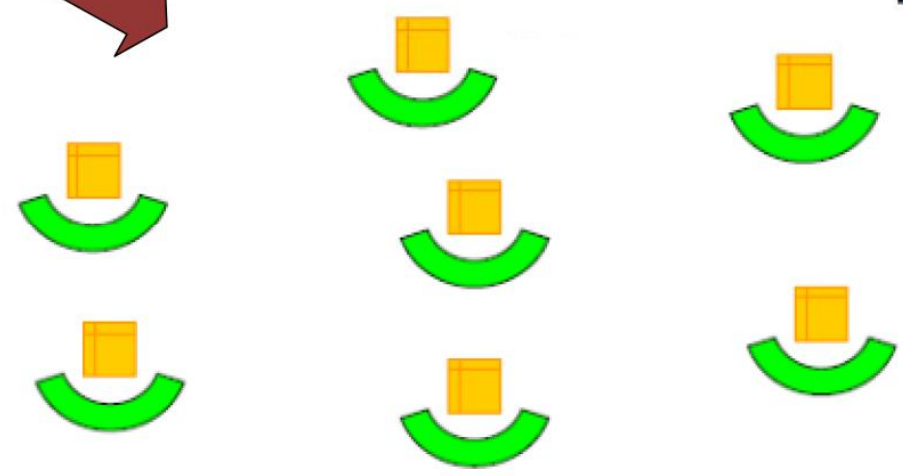
	Sunday 20	Monday 21	Tuesday 22	Wednesday 23	Thursday 24
		7h00 Breakfast	7h00 Breakfast	7h00 Breakfast	7h00 Breakfast
<b>Morning</b>		08h00 Introductions 09h45 Methodology and agenda 10h45 Expectations 11h00 Coffee break 11h30 What is about the future that demands our attention? 13h00 Lunch	08h00 Check-in 08h30 What can we learn from the Analytical Report? 10h00 Coffee break 10h30 What is certain and uncertain about the future? 12h00 What can we learn from our local context?	08h00 Check in 08h30 What scenarios for the future are possible? 10h00 Coffee break 10h30 What scenarios for the future are possible? (continued) 13h00 Lunch and paired reflection walk	08h00 Check in 08h30 Which scenarios are most useful (continued)? 10h00 Coffee break 10h30 How could each of these scenarios unfold? 13h00 Lunch
<b>Afternoon</b>	Arrival 17h00 Registration	15h00 What can we learn from the Stakeholder Interviews? 16h30 Coffee break 17h00 What forces are driving the future? 18h30 Check out and end of working session	12h30 Depart for local visits 17h00 Arrive back at hotel and Coffee break 17h30 What have we learned about the emerging whole from these local parts? 18h30 Check out and end of working session	15h00 Which scenarios are most useful? 16h30 Coffee break 17h00 Which scenarios are most useful? (continued) 18h30 Check out and end of working session	15h00 What do we need to learn more about? 16h00 Coffee break 16h30 How will we take this work forward? 17h40 Check out 18h20 Thanks and close 18h30 End of First Workshop
<b>Evening</b>	20h00 Welcome and dinner	19h30 Informal dinner	19h30 Dinner 20h30 What can we learn from our past experiences?	19h30 Dinner	19h30 Celebration dinner

- Prepare the layout according to the methodological route provided by the facilitator.
- Be present to respond to any request from the facilitator and the participants (service attitude).
- Coordinate meals and breaks (breakfast, coffee breaks, lunch, dinner).
- Make sure the meeting room is comfortable and clean at all times.
- Support the facilitator building the gallery of group work.
- Participate in the daily team debriefing.



AREA FOR GROUP WORK

Round tables (for 8 persons) with 6 chairs each in half-moon and flipchart (one for each table) with paper and



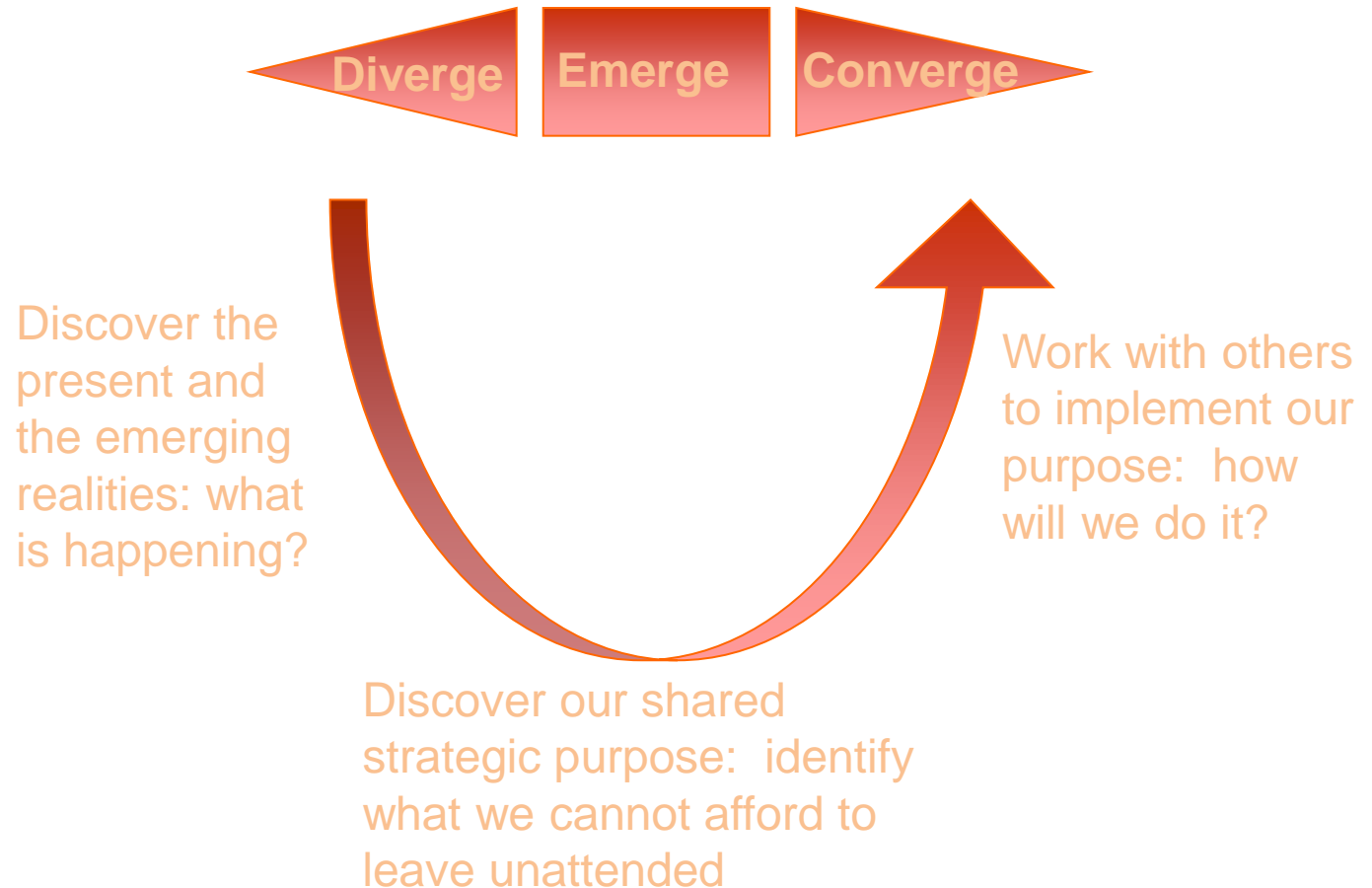


- Make sure the drafting team receives appropriate documentation from documenters.
- Send agreed documentation to participants (presentations, aid memoire, list of emails, etc)
- Deliver a report to the Technical Secretariat for administrative and financial purposes, including all files.

# 3. Facilitation of Events

The facilitator is responsible for:

- The methodological design
- Creating a space of trust for the dialogue participants
- Conduct the event





# Qualities of a facilitator

- Be familiar with a variety of approaches and tools that can be used in facilitating group work.
- Have solid experience working in different political and cultural contexts, and commit to adapt the design to the current situation/context.
- Have knowledge of the different types of roles and functions required to ensure a good implementation of the event/process.
- Have political intuition, or the ability to interpret the numerous contextual political dimensions that could affect and influence the process.
- Have cultural sensitivity, or the ability to adjust to culturally diverse situations.
- Have a collaborative working style and a servant leadership approach.
- Be a skilled communicator.

# Functions of a facilitator

- Advanced preparation so as to understand the relationships between dialogue participants; power dynamics; the social, political, economic, and cultural context; and the historical background to the issue at stake.
- Design the event and produce the methodological route.
- Guide participants by generating curiosity and asking powerful questions, without siding with any group.
- Guide participants towards “working together as a group”.
- Listen, understand, and provide feedback to the group about what is being said, so as to encourage reflection.
- Summarize and emphasize points of agreement and disagreement.
- Use tools to build consensus and trust among the dialogue participants.
- Manage the energy of the group of participants.
- Manage time.
- Keep record of the work during the event.



# Example of a Methodological Route

TIME	ACTIVITY / LAYOUT	OBJECTIVE	PROCEDURE	PREVIOUS INPUTS	PERSON / TIME
14:30 – 16:45 (2 hours 15 min)	<p><b>INTERCAMBIO DE EXPERIENCIAS DE DIÁLOGO DEMOCRÁTICO</b></p> <p>-40 chairs in half-moon at the front of the room but not to close to the facilitation area.</p> <p>-3 round tables with 12 chairs each at the back of the room.</p> <p>-small table for laptop and projector at the middle-front of the room.</p> <p>-table at the facilitation area for materials.</p> <p>-2 flipcharts for journal and parking lot at the facilitation area.</p> <p>-microphone for the facilitator</p> <p>-microphone for questions</p>	Interchange experiences and learnings from democratic dialogue processes, focusing on sustained dialogues, dialogues in the context of regulatory reforms, and dialogues related to natural resources exploitation.	<p>a. Explanation of this section</p> <p>b. Mexican case presentation</p> <p>c. Panamanian case presentation</p> <p>d. Nicaragua case presentation</p> <p>e. World Café:</p> <p>-3 groups in 3 tables</p> <p>-3 hosts: Cristina, Stanley and Maribel</p> <p>-3 rounds of 20 min each</p> <p>a. Plenary with the hosts.</p>	<ul style="list-style-type: none"> <li>Contact the panelists explaining to them the objectives and the time assigned. (Anai)</li> <li>Power point files with each presentation loaded in the laptop. (Anai)</li> </ul>	<p>Total: 135 min</p> <p>a. Gastón (5 minutes)</p> <p>b. Cristina Martin / 20 min</p> <p>c. Stanley Muschett / 20 min</p> <p>d. Maribel Gutiérrez / 20 min</p> <p>e. Organization of World Café: 5 minutes</p> <p>f. 3 rounds of 15 min each.</p> <p>g. Plenary 15 min</p> <p>Roles:</p> <p>-Explanation of this section (Gastón)</p> <p>-Present panelists (Gastón)</p> <p>-Moderate the three WCafé rounds (Anai)</p> <p>-Keep journal and parking lot (Anai)</p> <p>-Take notes of plenary (Anai)</p> <p>-Pictures (Iñaki)</p>
16:45 – 17:15	<b>COFFEE BREAK</b>		The journal pages are stick to the wall. (Anai)		30 minutes

## 4. Systematization of Results

- Note taking or documenting
- Drafting of outputs from events
- Incorporating drafting to final report of the process

# Success Factors

- A careful, detailed and timely previous preparation.
- A very good selection of participants – microcosm.
- An adequate selection of venue, dates and times
- A detailed and careful convening.
- An effective and transparent communications strategy.
- Excellent logistics arrangements:
  - The venue and the meeting room
  - Transportation
  - Equipment, materials and furniture
  - Food
  - Layout according to the methodological design – versatility, flexibility
- An excellent methodological design.
- Internal preparation of the facilitator(s).
- A very good documentation.
- Follow-up to agreed next steps.
- Continuous communications regarding the progress of the overall process.

# INSTRUMENTS

Database of Potential Participants to the Dialogue Process

Database of Facilitators (experience, language, fees)

Database of Resource Persons

Administrative and Financial Procedures – related to partners and donors

Database of Services Providers (audio, interpretation, video, food, transportation, communication)

Database of Potential Venues

Database of Participants in Dialogue Event

Invitation

List of Participants or Bios

Logistics Note

Methodological Route or Facilitation Guide

Agenda

List of Materials and Equipment for Facilitation

Layout of the Meeting-Working Room

# Face-to-Face Workshop Evaluation



# Evaluation from the participants

<b>Please rate usefulness of the workshop</b>	<b>very high</b>	<b>12</b>
	<b>high</b>	<b>22</b>
	<b>medium</b>	<b>2</b>
	<b>low</b>	<b>0</b>
	<b>nothing</b>	<b>0</b>
	<b>no response</b>	<b>0</b>
<hr/>		
<b>What is your confidence level in reaching the objectives of the workshop</b>	<b>very high</b>	<b>10</b>
	<b>high</b>	<b>22</b>
	<b>medium</b>	<b>4</b>
	<b>low</b>	<b>0</b>
	<b>nothing</b>	<b>0</b>
	<b>no response</b>	<b>0</b>
<hr/>		
<b>Have your expectations been met?</b>	<b>yes</b>	<b>30</b>
	<b>no</b>	<b>3</b>
	<b>n/a</b>	<b>3</b>

<b>How would you rate the usefulness of the content</b>	<b>very high</b>	<b>13</b>
	<b>high</b>	<b>20</b>
	<b>medium</b>	<b>2</b>
	<b>low</b>	<b>0</b>
	<b>nothing</b>	<b>0</b>
	<b>no response</b>	<b>1</b>

<b>How would you rate the three panel presentations</b>		
<b>Jude Houston</b>	<b>excellent</b>	<b>4</b>
	<b>very good</b>	<b>14</b>
	<b>good</b>	<b>14</b>
	<b>not bad</b>	<b>3</b>
	<b>bad</b>	<b>0</b>
	<b>no response</b>	<b>1</b>
<b>Francio Guadeloupe</b>	<b>excellent</b>	<b>17</b>
	<b>very good</b>	<b>11</b>
	<b>good</b>	<b>7</b>
	<b>not bad</b>	<b>1</b>
	<b>bad</b>	<b>0</b>
	<b>no response</b>	<b>0</b>
<b>Marc Arnold</b>	<b>excellent</b>	<b>2</b>
	<b>very good</b>	<b>16</b>
	<b>good</b>	<b>14</b>
	<b>not bad</b>	<b>2</b>
	<b>bad</b>	<b>0</b>
	<b>no response</b>	<b>2</b>



<b>Based on your interests, what was the most useful session of the panel presentations for you?</b>	<b>a</b>	<b>12</b>
	<b>b</b>	<b>21</b>
	<b>c</b>	<b>9</b>
<hr/>		
<b>Were the workshop topics covered properly?</b>	<b>yes</b>	<b>34</b>
	<b>no</b>	<b>1</b>
	<b>no response</b>	<b>1</b>
<hr/>		
<b>How would you rate the facilitators work?</b>	<b>excellent</b>	<b>17</b>
	<b>very good</b>	<b>14</b>
	<b>good</b>	<b>5</b>
	<b>not bad</b>	<b>0</b>
	<b>bad</b>	<b>0</b>
	<b>no response</b>	<b>0</b>

<b>Was the venue and equipment adequate?</b>	<b>yes</b>	<b>34</b>
	<b>no</b>	<b>1</b>
	<b>no response</b>	<b>1</b>
<b>Did the workshop meet your expectations?</b>	<b>yes</b>	<b>31</b>
	<b>no</b>	<b>0</b>
	<b>no response</b>	<b>3</b>