



FACILITATION AND COMMUNICATION SKILLS FOR CONSERVATION

JERSEY



DURRELL
CONSERVATION
ACADEMY

 **Royal Society of
Biology**
APPROVED BY THE ROYAL SOCIETY
OF BIOLOGY FOR PURPOSES OF CPD

COURSE OVERVIEW

This five-day course is designed to develop the skills needed to facilitate meetings within your own organisation or workshops involving multiple stakeholders with multiple and potentially conflicting interests.

WHO IS IT FOR?

The course is aimed at people working or planning to work in zoos or conservation organisations who wish to develop their facilitation skills. It is also relevant to other professionals or graduate level students who need to develop their skills in communication, facilitation and management.

WHAT IS THE COURSE CONTENT?

During the course you will learn and practise essential workshop facilitation skills, including:

- Decision making
- Conflict management
- Cross-cultural sensitivity
- Group dynamics
- Active listening
- Consensus building

COURSE LEARNING OBJECTIVES

By the end of this course you will be able to:

- ✓ Describe the role of the facilitator in achieving consensual decision-making
- ✓ Demonstrate how to facilitate an open discussion and run a meeting or workshop process
- ✓ Explain the stages teams go through in their development
- ✓ Explain the processes that workshop participants will go through as they move towards decisions
- ✓ Identify how to deal with conflict under different circumstances
- ✓ Demonstrate effective listening skills
- ✓ Describe how to provide feedback to individuals to improve relationships and effective work
- ✓ Plan effective workshops and meetings

COURSE OUTLINE

The course format involves lectures, case studies and significant amounts of time to practice the facilitation skills discussed within a small group setting.

DAY 1 **UNDERSTANDING TEAMS AND GROUP DEVELOPMENT**

Day one focuses on the role of teams in decision making. You will look at how you make decisions as an individual and within a group and be given an opportunity to evaluate which is more effective. You will be introduced to the processes involved in group development, and be asked to reflect on how you perform within a group, and also consider how different learning styles can influence group performance.

DAY 2 **PROBLEM SOLVING AND THE ROLE OF THE FACILITATOR**

Day two introduces the use of good communication skills in facilitating multi-stakeholder meetings – such as effective listening. We will explore the role of a facilitator and begin introducing the basic functions of facilitation, including how to deal with common problems when facilitating meetings. We will begin to explore techniques for problem-solving and decision making.

DAY 3 **ANALYSING COMPLEX PROBLEMS**

Day three looks at the tools a facilitator can use to organise the information gathered from large group meetings. We will consider some tools facilitators can use to help groups work through complex problems including the use of matrices and causal flow diagrams and take a look at how to prioritise next steps while at the same time not alienating members of the group.

DAY 4 **DEALING WITH CONFLICT**

Day four will examine how to deal with apparent conflict situations, there will be opportunities to put your new facilitation skills into practice with a series of role playing activities and get some tips on how to plan for a successful workshop or meeting. We will also further consider how to develop effective strategies and solutions.

DAY 5 **PLANNING AND ORGANISING A WORKSHOP**

Day five looks at the practical factors to take into account when organising a multi-stakeholder workshop for conservation. We will also look at the role of the facilitator in concluding a workshop and ensuring resulting actions and responsibilities are clear. Finally we will go over what we have covered during the course, giving you an opportunity to ask for any clarification or feedback and a chance for you to think about how you can apply the skills in your professional life.

PLEASE NOTE THAT THE ABOVE COURSE OUTLINE MAY BE SUBJECT TO MINOR CHANGES

COURSE LEADERS



LESLEY DICKIE

Dr Lesley Dickie was educated at the universities of Glasgow (BSc Zoology), Cambridge (MPhil Biological Anthropology) and London (PhD). She began her career in zoos at the Royal Zoological Society of Scotland as a registrar and zoo keeper at Edinburgh Zoo. After completing field work in Madagascar and finishing her doctorate she began working at the Zoological Society of London, latterly as the Zoo Conservation programme Manager. In 2008 Lesley took on the role as Executive Director of the European Association of Zoos and Aquaria and in 2011 began the 'EAZA Academy', a zoo and aquarium focused training initiative. She has also chaired the Asian Species Action Partnership, a consortium of organisations focusing on the most critically endangered species of Asia. In 2016, Lesley became Chief Executive Officer of the Durrell Wildlife Conservation Trust, launching their new nine-year strategy, 'Rewilding our World' in 2017. In 2018 she won the Institute of Directors Chairman's Award for Excellence in Leadership – the highest award given by the IoD in Jersey.



CHRIS CLARK

Chris joined Durrell in 1988 and has extensive experience in captive endangered species management having worked in the animal departments for three and a half years. From 1992 he worked at the International Training Centre (ITC), now known as the Durrell Conservation Academy, heading it up from 2002, focussing on developing, managing and presenting courses for endangered species conservation and management. From 1995 he worked closely with the Conservation Breeding Specialist Group in the presentation and development of a Population and Habitat Viability Analysis Facilitation Skills workshop. In 2008, he moved to fundraising and works closely with department staff to develop funding proposals, identify potential funders and manages grant stewardship where awards are made.



DANIEL CRAVEN

Daniel is Durrell's full time Volunteer Manager and soccer fan, part time facilitator and filmmaker. Daniel has enjoyed working to design conservation workshops and meetings for a variety of internal and external clients including Durrell's fundraising team, operations team, education team and mammal teams, MWF and BIAZA. He is the current chairman of BIAZA Volunteers Managers Working Group and member of BIAZA MEC. As a past student of the 2014 Durrell Facilitation and Communication course Daniel has frequently used the facilitation skills taught during the course. This will be his second year as one of the course leaders.

VENUE AND ACCOMMODATION

The course will be held at Durrell Conservation Academy in Jersey, Channel Islands.

Durrell Wildlife Conservation Trust (Durrell) was established by the world renowned naturalist and author Gerald Durrell in 1963 with the primary aim of saving species from extinction. We now run 46 projects in 14 countries worldwide and have played a pivotal role in the recovery efforts for several species.

Durrell Conservation Academy is located at the Trust's headquarters, Jersey Zoo. In 1984 Gerald Durrell formally established the International Training Centre (now known as Durrell Conservation Academy) on Jersey as a form of "mini university" designed to equip conservationists from across the world with the animal management and critical

thinking skills required to bring species back from imminent demise. Since this time the academy has taught over 6,000 people (both conservation practitioners and conservation students) from 142 countries.

Our facilities include a 54 seat purpose built lecture theatre, two libraries, a computer lab and a classroom. There is 24 hour access to our computers and free Wi-Fi is available throughout.

Most course participants choose to stay at our YHA accredited hostel, which is immediately adjacent to Durrell Conservation Academy. You will stay in shared rooms in our hostel-style residence right next to the Zoo. The residence includes a TV lounge and dining room, where meals are served for course participants.



COST AND BOOKING INFORMATION

The course fee is £575.

Optional full board accommodation is available in our on-site hostel.

Optional lunches are available for non-residents.

For further information or to book a place, please contact +44 (0)1534 860037 or email academy@durrell.org

DURRELL WILDLIFE CONSERVATION TRUST

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SAVING SPECIES FROM EXTINCTION