



## Barbara J. MacKay - North Star Facilitators

**Barbara MacKay**, BS (Soil Conservation, McGill University, Canada) MS (Resource Management, Canterbury University, NZ), CPF (Certified Professional Facilitator) CTF (Certified ToP Facilitator), mentor trainer with the ICA- USA, principal of **North Star Facilitators**, specializes in strategic planning, facilitation processes, training, and consulting. Barbara strong interpersonal communication skills and experience allow her to work skilfully with a wide variety of participant perspectives. Barbara specializes in helping groups participate, problem-solve, plan and make progress in challenging and complex situations. She is passionate about bringing diversity into her field and helping others do the same. She has an energetic, respectful style and clear delivery. Barbara has worked with 100's of clients from all sectors with her own company since 1995. She has facilitated over 1000 events since being in business. She provided social, economic and environmental consulting to companies and organizations from 1981 to 1995. In 2018 she was inducted into the IAF Hall of Fame.

### Services Offered

- Custom-designed complex and large and small group facilitation processes
- Implementing culture change – e.g., enhanced collaboration, integrating cultural competency
- Facilitation, leadership and strategic thinking and planning training and mentoring/coaching
- Strategic planning, action planning and planning updates
- Conflict resolution
- Consensus-building and collaborative projects
- Project or program planning and evaluation
- Retrospective reviews
- Team building and team thinking

### Relevant Experience

- Over 30 years experience as a business owner, socio-economic consultant, federal government program manager, adult educator; all of these positions resulted in extensive consulting, facilitation, training and speaking in a wide variety of disciplines.
- Certified facilitator and USA trainer with the International Institute of Cultural Affairs (ICA and Canada); Certified Professional Facilitator (CPF) and assessor of other facilitators seeking certification world-wide with the International Association of Facilitators (IAF); Professional Development Strategic Initiative Co-ordinator for the IAF for four years; assisted with design of new ICA course: Collaborative Client Relationships;

- Extensive Training in the Following Techniques:
  - Non-Violent Communication™ (NVC)
  - Dr. De Bono's thinking techniques
  - OneSmartWorld™ train the trainer for facilitators
  - PATH graphic visioning process
  - Mind Mapping™
  - Dynamic Facilitation
  - Behaviour styles model “Why Are You Like That?™”
  - Herrmann Brain Dominance Instrument (HBDI) Thinking Styles and Learning Preferences
  - The Learning Organization; Organizational Journey (ICA); facilitation design; conciliation; "shifting from positions to interests"; conflict resolution; negotiation skills; anger management; risk communication; training for trainers; and curriculum development.
- Bachelor of Science (Environmental Conservation – specializing in Soil Conservation), McGill University, Canada (1978); Master of Science Resource Management –University of Canterbury, New Zealand. (1981).
- Clients have included all levels of government, corporate, non-profit, health and education sectors, tribal groups, large and small business, unions and associations.

## Representative Projects

### **Facilitation**

*\*Designates a larger group event with over 60 participants. Client names do not always appear to protect confidentiality. An actual client list and complete list of projects can be provided.*

### **Community/Not for Profit/Associations**

- **Global Charitable Organization:** helping 150 country representatives explore, understand, and achieve buy-in the need for a unified approach to how the organization did business and how to achieve that. Produced extensive report, worked with USA client project management team and led global facilitator team.
- **Market Transformation in Energy Efficiency Sector:** assisting project teams with numerous meetings related to commercial and residential building energy efficiency programs; assisted with strengthening collaboration efforts between utility members and not for profit organization whose mission is to accelerate the innovation and adoption of energy-efficient products, services and practices within the commercial, industrial and residential sectors.
- **Community and University Foundations:** Assisting applicant communities write proposals to receive community foundation funds; assisting another rural community foundation undertake strategic planning to ensure wise use of funds; assisting University foundation

with development of leadership team and strategic planning

- **Amazon Indigenous Rights and Conservation Groups:** co-facilitated two six and four day events of Amazon tribal representatives and world wide conservation agencies to discuss how to forge partnership for the appropriate conservation and development of Amazonia. Done in conjunction with Luna Jiménez Seminars.

### **Corporate**

- **Retail Sales Company:** designed and delivered strategic planning and implementation planning sessions to senior executive team. Integrated planning process with senior managers in 12 outlets in two states. Provided summary and detailed plan.
- **IT companies (Intel, Adapsys, etc.) :** designed and delivered planning discussions for senior IT managers; numerous planning sessions with senior management staff or internal facilitators groups to plan for corporate growth or better customer service
- **Manufacturing (e.g., Nike, Cadet, adidas, Dr. Marten's) worked** with Finance team to help built internal branding strategies for their services; helped senior leadership team look at its past, strategically choose areas that needed o change and build strategies to deal with upcoming changes; and other leadership development projects.

### **Government**

- **Municipal Government:** initial consultation, planning & facilitation design & delivery for multi-stakeholder taskforce process for helping strategize how to resolve issues related to homeless residents in the city – start-up of task force and establishment of goodwill between previously conflicting stakeholder perspectives; on a separate project for a different city bureau, assisted staff with difficult office relations and creation of new strategic plan
- **Strategic Planning for Executive team and senior managers of local city:** initial consultation, planning & facilitation design & delivery of several change management and strategic planning sessions leading to adoption of a five year strategic plan for the city; similar project for Portland Oregon Public Health Department.
- **Bureau of Fire and Rescue:** project manager and facilitator for training 700 employees (all ranks) in personal accountability and change discussions. Lead trainer for “Train the Trainer” program to continue training new recruits to the Bureau. Note: this is the first time the Bureau was able to implement successfully a follow-up training program based on skill development, coaching and training materials we provided to them.
- **\*Federal Environmental conference:** Co-designed and led national conference facilitated sessions to assist participants in determining next critical steps to further work in Extended Producer Responsibility (EPR); Hired and oriented small group facilitators; prepared

summary report.

- **\*Council for the Environment:** assisted client with planning, and delivered facilitation services for two national events on contaminated site liability (early 1990's). One of these conferences involved hiring and orienting a team of facilitators; the other involved working with volunteer facilitators. Assisted with report-writing.

### ***Education Sector***

- **\*Council of School Leaders:** facilitated discussions with new organization representing 1000 principals in region to consider a constitutional change from the current governance model to a circle of leaders collaborative governance model.
- **Private High School:** designed and co-facilitated discussion dealing with racism and sexism incidents on campus and planning for annual diversity conference in conjunction with Luna Jiménez Seminars.
- **Middle Years and Early Years Schools:** comparing practices with beliefs – year long discussion process with all middle years school staff to articulate core positive beliefs and reflect on how to closely match current practices with these beliefs; helping parents, staff and board members develop objectives and questions for a community satisfaction survey as a beginning point for starting their strategic planning.
- **\* Economic/Training and Development Summits:** Assistance with design and delivery of *Economic Development Century Summit* (150 senior government officials, unions, and business participants) and *Training and Development Summit*. Both were Ministerial Initiatives.

### ***Training Clients***

- **OMSI – Oregon Museum of Science and Industry:** designing a one year facilitation mentoring and training program for ten in-house staff responsible for bringing new displays into production
- **Multnomah County** – developed and delivered a customized strategic thinking and planning course for Multnomah county current managers and emerging leaders.
- **Manitoba Transportation and Infrastructure (Canada)** - developed and delivered a customized strategic thinking courses for senior and middle managers.
- **University of Oregon.** Taught first required (core) 4 credit course in Facilitation Skills in the Master's Degree Program in Conflict and Dispute Resolution, University of Oregon.  
<http://conflict.uoregon.edu>

- **Portland State University- Not for Profit Management Institute (assistant adjunct professor):** Public graduate course on Tools for Facilitative Leadership - winter 2005, 2006
- **Count Me In:** trained not for profit NY staff in mind- mapping techniques. Also facilitated a planning session emphasizing mind-mapping skills.
- **Institute of Cultural Affairs USA and Canada qualified trainer(ICA):** Group Facilitation Methods; Strategic planning; Secrets of Implementation; Power of Image, Memorable Learning and This Moment in Time public courses: co-trained with ICA facilitators in Oregon, Washington, Alberta, Yukon and Manitoba

## Publications

Over 100+ blogs consistently published in last 4 years twice monthly. Over 40 PDF handouts on facilitation topics.

## References

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