



NORTH STAR FACILITATORS

Barbara J. MacKay, MS, CPF, CTF

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University Education

- Bachelor of Science (Environmental Conservation), McGill University, Canada (1978); Master of Science Resource Management – *The Evaluation of Outcomes of Resident Outdoor Education - A Study of Selected Christchurch Schools* (A+ in dissertation) University of Canterbury, New Zealand. (1981). Bilingual: English/French; some Spanish.

Adult Learning Training and Mentoring

- Certified accelerated learning Train the Trainer; Adjunct professor for Portland State University (winter 2005 and 2006) and University of Oregon (2009 and 2010) – master’s level programs teaching facilitation skills; Associate Facilitator and USA and Canada trainer with the Institute of Cultural Affairs (ICA); Certified Professional Facilitator© (CPF) and facilitator-assessor with the International Association of Facilitators (IAF) and the Institute of Cultural Affairs (ICA) – the only two global organizations who offer facilitator certification; Professional Development Strategic Initiative Co-ordinator for the IAF (in charge of certifying facilitators and accrediting training agencies world wide); preferred management trainer for Oregon Linn Benton Community college and the Canadian Federal government.; international mentor/ facilitation coach to facilitation colleagues from all over the world; Accomplished Toastmaster (ATM) – active in Toastmasters for over 10 years; active in Toastmasters evaluation club (Feedbackers). Trained extensively in: cross-cultural communication and alliance building; understanding and working to reduce the impact of oppression in our society (with Luna Jimenez Seminars and Associates (www.lunjimenezseminars.com); Non-Violent Communication™ (NVC); presentation skills; 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?™”; and Herrmann Brain Dominance Instrument (HBDI) Thinking Styles and Learning Preferences; Training also in 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. Developed and delivered Oregon’s only monthly and quarterly “Facilitator Cafes” for over 6 years. Inducted into IAF Hall of Fame in 2018.

Relevant Experience

- Full time facilitator, adult educator and mentor-coach to other facilitators since 1995 with her company *North Star Facilitators*. Prior to founding her current company, Barbara worked for ten years as a socio-economic consultant and researcher incorporating facilitation skills into environmental and socio-economic impact assessments of development projects affecting tribes and communities in Canada. She also worked for two years on the energy alternatives projects

with the Canadian federal government. Barbara headed up a team 35+ volunteers as the religious education director of a Winnipeg church program focused on delivering multi-faith religious education for four years. All of these positions also resulted in extensive consulting, facilitation, speaking and training experience in a wide variety of disciplines. Her experience and knowledge covers 1000's of facilitated and training events delivered to all sectors in the USA, Canada, Asia, Mexico and Europe. Barbara has an energetic style and clear delivery. She is dedicated to her own and others' continuous professional and personal growth. She currently mentors many colleagues nationally and internationally in facilitation design and competency building.

- Barbara is an assessor for facilitation certification with the International Association of Facilitators since 2002 and with the Institute of Cultural Affairs (since its inception in 2007)
- Clients have included all levels of government, corporate, non-profit, health, IT, financial and education sectors, tribal groups, large and small business, unions and associations.

Services Offered

- Facilitator training and mentoring/coaching
- Interactive training workshops in meeting management, interpersonal communication, learning skills, presentations skills, work-life balance and personal and leadership development
- Project or program planning and evaluation
- Custom-designed complex and large and small group facilitation processes
- Consensus-building and collaborative projects
- Strategic planning
- Retrospective reviews
- Team building and Team thinking
- Conflict resolution

List of Representative Training Projects

- **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. (in process)
- **Manitoba Infrastructure and Transportation Department:** training new and existing leaders in this department in strategic thinking and strategic planning skills for the last two years.
- **University of Oregon:** "Facilitation skills" 4 credit Master's level course for students of the two year "Conflict and Dispute Resolution" Master's degree program in the Faculty of Law.
Oregon School Board Association: Training and coaching of senior staff and Board members for high level public and Board presentations; some sessions also included facilitation skills
- **Mount Hood Community College:** coaching and training in presentation skills for Board members

- **Institute of Cultural Affairs (ICA); certified to offer many of ICA's public courses** such as Technology of Participation Facilitation Methods (also known as Facilitative Leadership)*; Participatory Strategic Planning; Secrets of Implementation; Organizational Journey and This Moment in Time (personal leadership transformation retreat): co-trained with ICA facilitators in Oregon, Washington, Arizona, Alberta, Yukon and Manitoba. Offered 2-3 times a year in Oregon.
- **Portland, Oregon-Based Facilitator Learning Cafés:** Offer a two hour monthly seminar series for facilitators, trainers, educators and mediators on topics such as accelerated learning, dot-voting technique, sticky note or card consensus technique, effective dialogue techniques, facilitator competencies, historical scan technique, spirit of facilitation; the power of great questions, follow-up for successful implementation; the story, song symbol workshop and others. See website (www.northstarfacilitators.com) for write-up of over 35 of these topics for purchase. (written in interactive learning style). Also delivered several webinars on these topics.
- **Portland State University:** "Tools for the Facilitative Leader" 3 credit graduate level course for the Institute for Non Profit Management- Winter 2005 and 2006. Students consistently rated course 9/10
- **Manitoba Organization and Staff Development and other clients:** Design and delivery of workshops on the team approach, team collaboration and group dynamics, conflict resolution and negotiation skills, facilitating effective meetings, interpersonal communication skills, accelerated learning, Work-Life Balance for Women (delivered over ten times), stress management, effective oral presentation skills, clarifying and realizing personal vision, time management, and others
- **International Association of Facilitators:** yearly presenter and co-presenter for two-day and half day sessions at international conferences 2000-2010 on "A Passion for Play"; "A Passion for Peace"; "When There are no Easy Answers- Complex Workshop Design"; the "Working Skilfully with the Group Spirit" "; You Don't Know What You Don't Know - The Facilitator's Guide to Authentic Cross Cultural Awareness", "Walking Our Talk- Inviting Diverse Leaders into Our Profession".
- **International Alliance for Learning:** presenter for half day sessions at international conference 1999, 2000, 2001 on "A Passion for Planning"; "A Passion for Play";
- **Bristol Aerospace:** Designed and delivered two-day facilitator training (running effective meetings) to technical, supervisory and engineering staff
- **Canadian National Railway Corporation:** designed and delivered "Effective Oral Presentation Skills" to management trainees
- **Dinamica Asertiva:** delivered accelerated learning training course " A Passion for Play" to hotel HR managers in Cancun, Mexico. Also facilitated PATH visioning process to several individuals and groups in Mexico
- **Nobody's Perfect Parenting Program:** Designed and facilitated facilitator training for all Manitoba trainers and facilitators of *Nobody's Perfect Parenting Program*
- **Public Health Nurses:** Designed and facilitated one-day facilitator training for all Manitoba Health public nurses
- **Canadian Union of Public Employees:** Designed and delivered training on facilitation skills, and "Creative Skills for an Increasingly Complex World" to frontline and managerial staff
- **University of Winnipeg:** Designed and delivered several times: Personal and organizational strategic planning for management students and "Work Life Balance"

Public Speaking Projects

Key-note speaker, concurrent workshop facilitator, M.C., etc

**designates over 100 participants*

- *Women's conference "Body, Mind and Soul", Hospital Partnership, Rutgers University (N.J.), *Farm Credit Corporation, *Federal Government employee day, *Consumer Health Organization, * Association of School Trustees annual conference, * Society for Training and Development, * Woman Business Owners, *National Food Science conference, *National conference for Association of Insurance Women, International Alliance for Learning 1999/2001 conferences, International Association of Facilitators 2000/2001/2003/2004 conferences, *Seniors Conference, Manulife Financial annual marketing assistant's conferences, Women in Business International conference, *Association of Professional Engineers, and M.C. at many other events.

Keynote titles include but are not limited to:

- Live, Love, Learn and Laugh – The Four Habits of Highly Happy People
- A Passion for Play – The Power of Innovation and Creativity in the Workplace
- Taming That "Wild Thing" – Time! (Time management concepts and skills)
- Use it or Lose It! (Retaining memory and learning ability)
- Work/Life Balance (Stress management for high level executives)

Other Training and Speaking Related Accomplishments

One of founders of **Creative Life Institute** (a training event to foster creativity in the workplace) and founder of **Creative Facilitators Network** and the newly reformed **Northwest Facilitators Network** (learning groups to foster excellence in facilitation skills); Registrar and trainer for Institute of Cultural Affairs training in Manitoba and Oregon (current), and other events. Active member of **Toastmasters** for ten years (Accomplished Toast Master and regular contest winner in both speech and evaluation contests). Past co-president of West Beaverton, Oregon Toastmasters club (Nike headquarters and member of Feedbackers – an evaluation club); Oregon Organization and Development Network, and Oregon Mediator's Association. Preferred contractor for Canadian Federal Government for management training, Linn Benton Community college (Oregon) (facilitation/training), and for the Manitoba government for training and process facilitation.

Facilitation Projects

Over 100 clients and 100's of events within all sectors in USA & Canada – project list provided on request.