



Barbara J. MacKay ▪ North Star Facilitators

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Training & Mentoring Resume

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 & Facilitation Credentials:

- 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
- Trained extensively in: cross-cultural communication and alliance building; understanding and working to reduce the impact of oppression in our society (with Luna Jiménez Seminars and Associates, www.lunajimenezseminars.com)
- 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)
- Professional Development Strategic Initiative Co-ordinator for the IAF (in charge of certifying facilitators and accrediting training agencies worldwide) (2003-2007)
- Certified accelerated learning Train the Trainer
- Preferred management trainer for Oregon Linn Benton Community college and the Canadian Federal government
- Developed and delivered Oregon's only monthly and quarterly "Facilitator Cafes" for the last 6 years.
- Accomplished Toastmaster (ATM) – active in Toastmasters for over 10 years; active in Toastmasters evaluation club (Feedbackers)

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.

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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 alternative 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, 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 has been 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, work-life balance and personal and leadership development
- Project or program planning and evaluation
- Custom-designed, complex large and small group facilitation processes
- Consensus-building and collaboration-building initiatives
- 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

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- **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.
*Currently offer this course two - three times a year in Oregon
- **Portland, Oregon-Based Facilitator Learning Cafés:** Offer a 1 ½ 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 in USA and Europe 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"