

AGENDA

Day 1

- xx Welcome/Context
- xx Focused Conversation
 - ++ Demo
 - ++ Theory
 - ++ Practice
- xx Consensus Workshop
 - ++ Demo
 - ++ Theory
 - ++ Practice

xx Day 2

- xx Focused Conversation Applications
- xx Consensus Workshop Follow-up Steps
- xx Advanced Tools
 - ++ Frameworking
 - ++ Action-planning

OUR TEAM

xx Angie Asa-Lovstad
++ Algona

xx Becky Groff
++ Des Moines

xx Deb Burnight
++ Sioux City

xx Bill Staples
++ Toronto, Canada

xx Ester Mae Cox
++ Peru

COURSE WILL HELP WITH

- Coalition development
- Policy initiatives
- Smoke-free policy with business or community
- Giving voice to needed partners
- Increasing commitment among coalition
- How to engage people to get full participation
- How to find the “right group” to work with the information
- Clarity on coordinator’s role as facilitator in coalition development

HISTORY OF FACILITATION METHODS

- Developed by Institute of Cultural Affairs (ICA) since 1970's for use in business, community, government and civil society.
- Now used by tens of thousands of people in 30 nations.
- Part of the Technology of Participation (ToP)® brand.
- Used worldwide by educators, consultants, citizens, facilitators, managers, supervisors, team leaders.
- Methods have application for creativity, innovation, strategy, action planning, problem solving, transformation, conflict resolution, coaching

TOOLS AND METHODS

- ✖✖ Focused Conversation Method – safe discussions that actually get somewhere.
- ✖✖ Consensus Workshop Method – common agreement to move ahead.
- ✖✖ Framework Building – the right people at the table
- ✖✖ Victory Circle – solid goals with commitment from any group
- ✖✖ Roles Matrix – collaborative role definition

FOCUSED CONVERSATION METHOD



- xx Watch the video.
- xx Go to your team space.
- xx Learn the method.
- xx Have a great time !!

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WHAT IS ONE THING THAT STANDS OUT FOR YOU FROM YESTERDAY'S SESSION?

- From your practice experience?
- An “ah-ha”/breakthrough moment?
 - A funny thing that happened?
- A memorable conversation you had with someone?

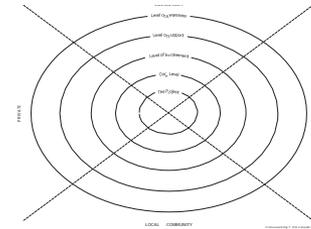
ADVANCED TOOLS

xx Variations of Focused Conversation Method

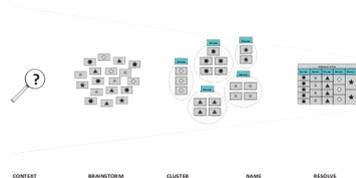


Objective Reflective Interpretive Decisional

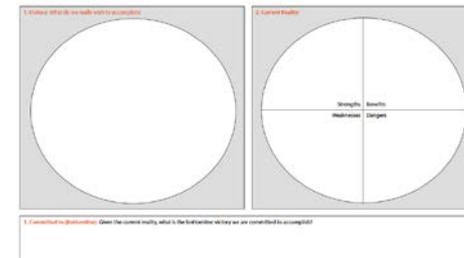
xx Framework Building p.68



xx Follow steps for Consensus Workshop p.48



xx Victory Circle p.73



ORID APPLICATIONS

In the book or manual

- Increase perspectives
- After a presentation or workshop
- Analyze data together
- Discuss tough issues.
- Solving a problem
- Preparing a report
- Plus 100 more

also

1. A quick agenda
2. Flipcharting
3. Teleconference
4. Conference Plenaries
5. Planning a Retreat
6. Coaching
7. Conflict situations

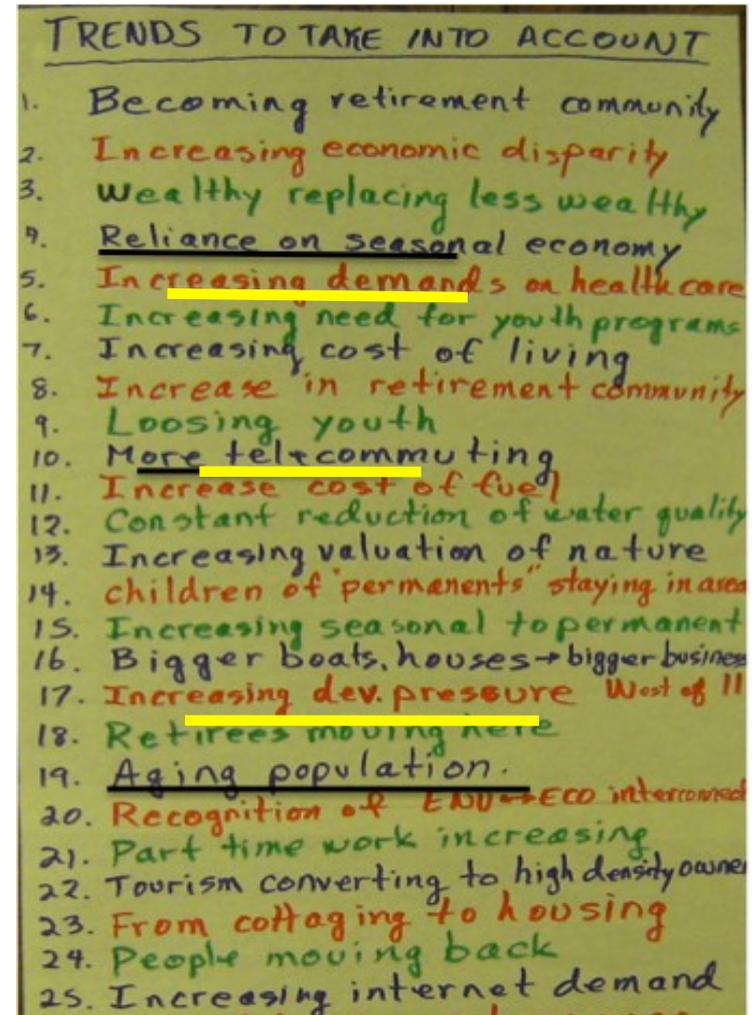
1. CREATING A QUICK AGENDA

- ✖✖ O – Brainstorm all the potential topics.
- ✖✖ R – Which topics are complex, easy or hot?
- ✖✖ I – Which topics will create a breakthrough?
- ✖✖ D – What is the best sequence for the topics?



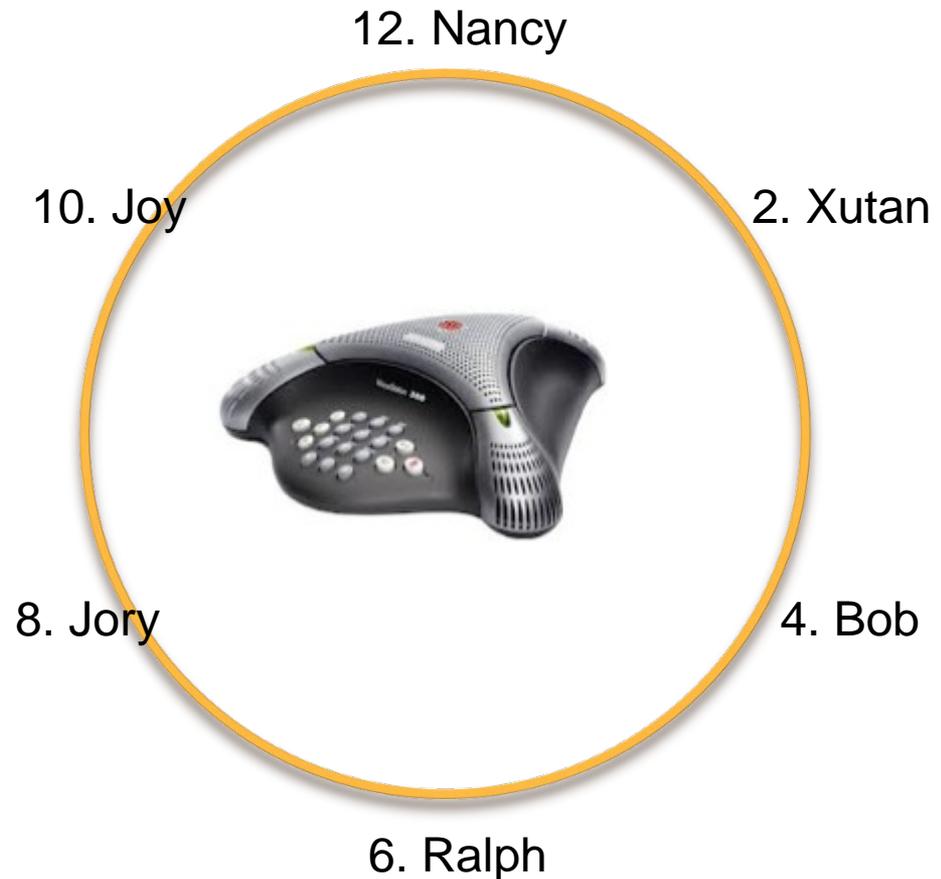
2. FLIPCHARTING AT INTERPRETIVE LEVEL

- ✖✖ Get verbal answers for O and R levels.
- ✖✖ For the most important I level question, get answers from everyone and write on a flipchart.
- ✖✖ At the D level underline priority points or mark with asterisks.



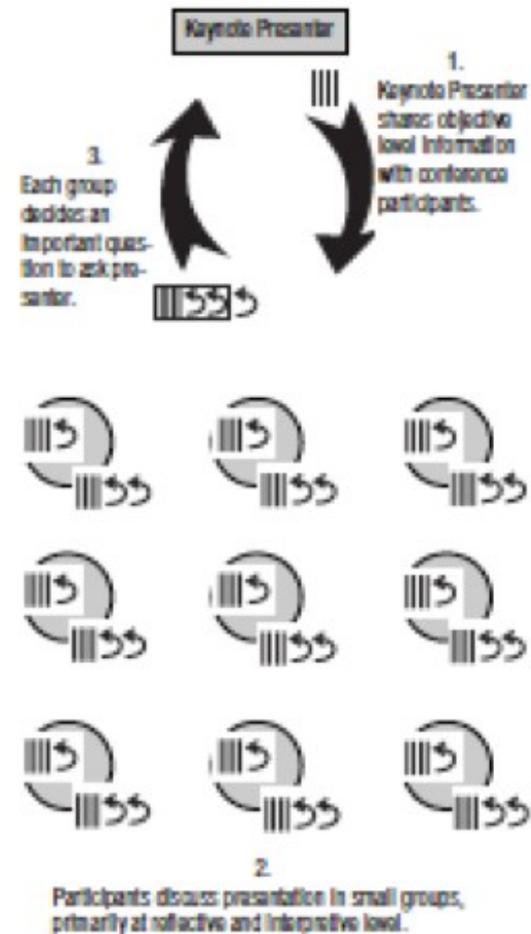
3. TELECONFERENCE

- ✖✖ Everyone plots names on a clock face.
- ✖✖ Use ORID to get responses “a round the table.”
- ✖✖ Start with different people or go counter-clockwise to make things interesting.



4. AFTER A KEYNOTE SPEECH

- ✖✖ Questions at tables. Give instructions to go around at each table.
- ✖✖ O – Name and why here?
- ✖✖ R – Which keynote points were memorable?
- ✖✖ I – What question do you have for presenter?
- ✖✖ D – What is the ONE question from our table?



5. DESIGNING A RETREAT

- O - Reports and presentations in the first session.
- R - Experiences and implications in the second session.
- I - Options and new directions in the third sessions
- D - Future plans and next steps.

Planning or Retreat Agenda	
Day One	Day Two
Reports and presentations	Options and new directions
Current issues, experiences, and implications	Practical plans, timelines, and assignments

6. COACHING SOMEONE

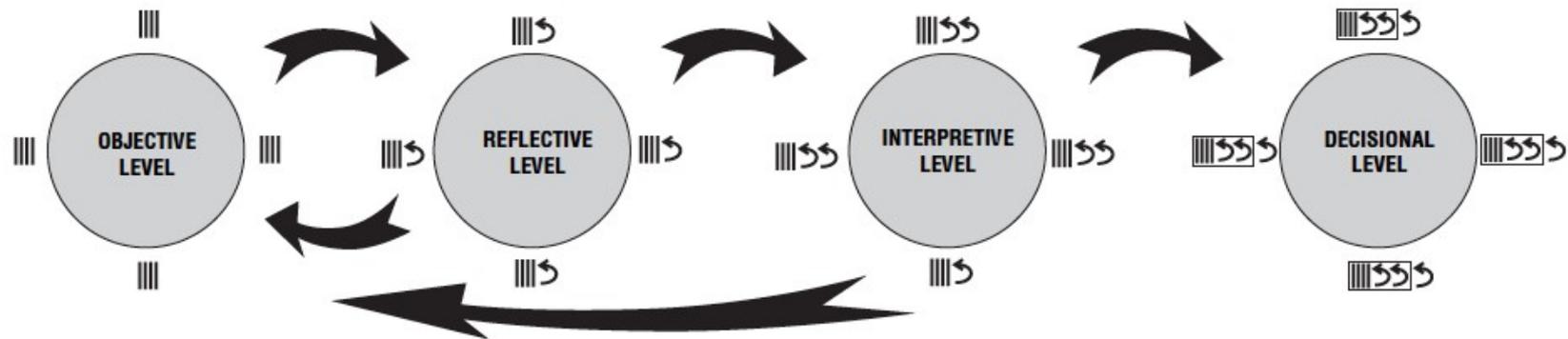
xx O - What do you want and why?

xx R - What situation or self image is blocking you from moving ahead?

xx I – What are various courses of action and the implications of each?

xx D – What is your priority course of action and how will you carry it out?

7. CONFLICT SITUATIONS P. 96-97



- ✖✖ People in conflict often react with fear, anxiety or anger.
- ✖✖ Start at the Reflective level and affirm their experience.

- ✖✖ Then ask questions to get Objective level information. Move forward from there.

CONSENSUS WORKSHOP METHOD

Special uses

- xx Model building
- xx Defining values
- xx Roles matrix

Followup Steps

- xx Timelines
- xx Graphics
- xx Prioritization
- xx Teams in Action
- xx Memorable charts

STANDARD WORKSHOP RESULTS

rotate social functions, meetings among satellites	create opportunities for social gatherings	meet regularly and on as-needed basis	respect ideas, opinions of others	acknowledge one another	create an information sharing system	develop a picture of all staff	identify and share team tasks and resources
more reps on social committee, meet geographically	more social get-togethers, eg. coffee, xmas	clarify what is possible, realistic for 3 sites	respect and understand each other's personalities	validate each other	Electronic mail	inter-site connectedness	resources need to be duplicated for staff at satellite
encourage visits to other sites	plan specific events together i.e. open house	plan visits together	respect each others opinions and expertise	build success story into each agenda	bulletin boards	staff catalogue of strengths, interests, happenings	each site needs: office supplies, resources, equipment
rotate meetings from satellite to satellite	open house at every satellite location	market organization by geographic teams	acknowledge some staff feel undervalued	recognition to promote initiative	voice mail	develop a picture catalogue of all staff	share tasks and responsibilities with your team members
rotate social functions to each location	social activities, personal investment	personal accountability in team	empower and enable each other	acknowledge each other's accomplishments	newsletter on regular basis	who's who list of team members and clients	creative ideas should be encouraged from all team members
	calendar of social events for advance planning	develop tradition in team	develop understanding of each other's roles	recognize achievements and success	update website regularly		taking ownership of the team and its environment
	provide opportunities for social activities, centre and regional	have invited guests to team meetings	be appreciative of each other	share success stories			
	socialization - leisure activities with food in small teams		be sensitive and listen to each other				



The Naming step of the ToP™ Consensus Workshop Method creates several clusters of named data. There are many things you can do with this type of consensus. Some suggestions follow.

One of these may be more useful than others to reach your aim. For example: for a mission statement, you may want to write a sentence for each column, and then arrange them into your final mission statement.

Or, for a set of strategies, you may want to set up a task force for each group of similar actions.

Alternatively, at the end of the workshop, during the Resolve step, you could ask the participants which option they would like to pursue.

Prose Statements

1. 8SJUF 4FOUFODFT.

Assign several people to work together to write a sentence for each column giving the name of the column and a description of the main insight contained in the column.

2. 8SJUF 1BSBHSBQIT.

Use the data in each cluster to provide much of the content of the paragraph. Ask 2 people per column to write a paragraph for each column.

3. Use it as a Table of Contents.

With an appropriate Introduction and Appendix, the workshop columns could become the Table of Contents of a research paper or a report. An entire chapter can be written starting with the cards in each column.

Template

Name _____

This is important because ____

Examples of this include
 t _____
 t _____
 t _____
 t _____

Data

Create opportunities for social gatherings

more social get-togethers, eg. coffee, xmas

plan specific events together i.e. open house

open house at every satellite location

social activities, personal investment

calendar of social events for advance planning

provide opportunities for social activities, centre and regional

socialization - leisure activities with food in small teams

Paragraph

Create opportunities for social gatherings

This is important because it will give us times to meet even though we have moved to separate offices.

Examples of this include
 t IPMJEBZ QBSUJFT
 t PQFO IPVTFB BU TBUFMMUJFT
 t DBMFOEBS PG FWFOUT t
 SPUBUJOH HFU UPHFUIFST

Strong Meaningful Mentorship program

This is important because it supports succession in CAHP to support it as a long-term and viable professional organization. A strong mentorship program facilitates inter-generational knowledge exchange and supports professional development.

This would look like:

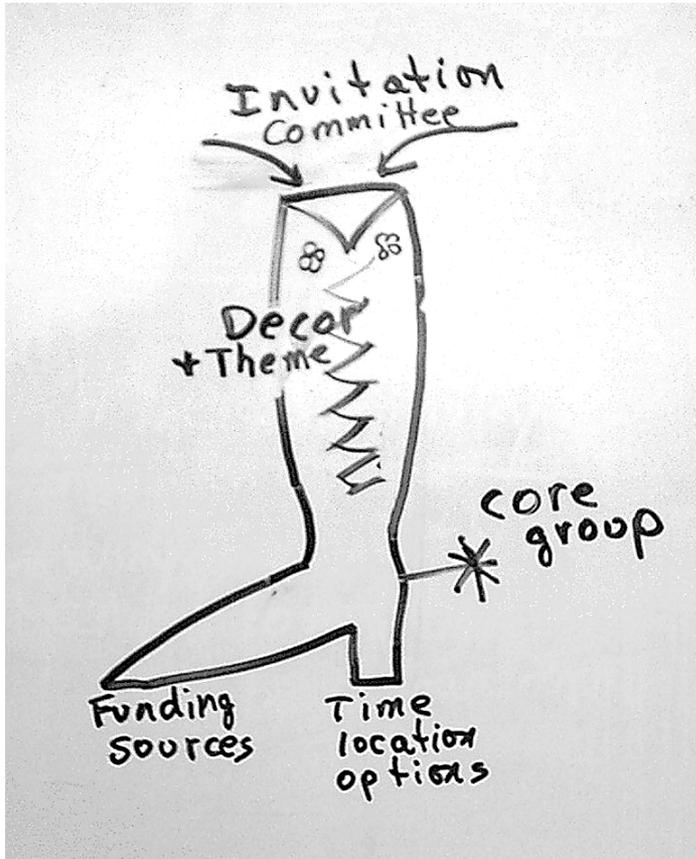
- The RAIC /CIP programs
- CAHP initiated/supported pairing.

Increased membership in under-represented regions

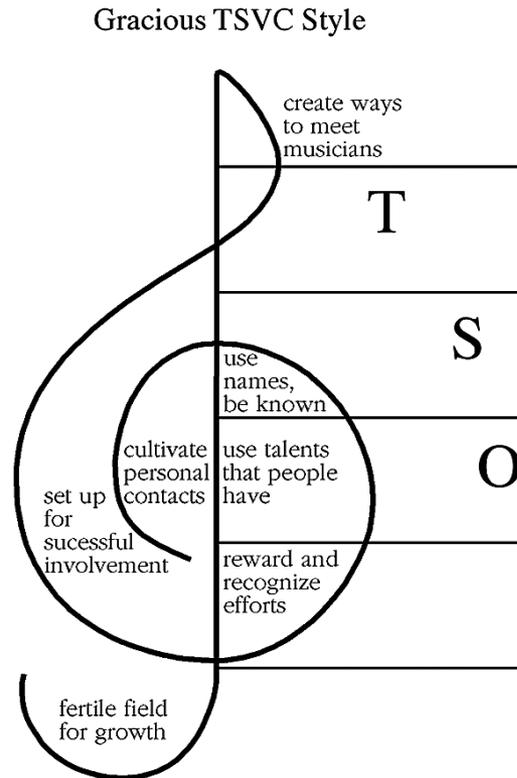
This is important because a national organization should be represented across the nation.

This would look like:

- Increased membership numbers
- Chapters
- A more geographically diverse board and executive
- Increased knowledge base collaboration and network.



What are the key components of our anniversary celebration?



What will it take to encourage volunteers

CREATE A VISUAL

p. 49



✖✖ Ask for poetry or images to match Names.

✖✖ Select best one for overall visual.

PLOT ON A TIMELINE

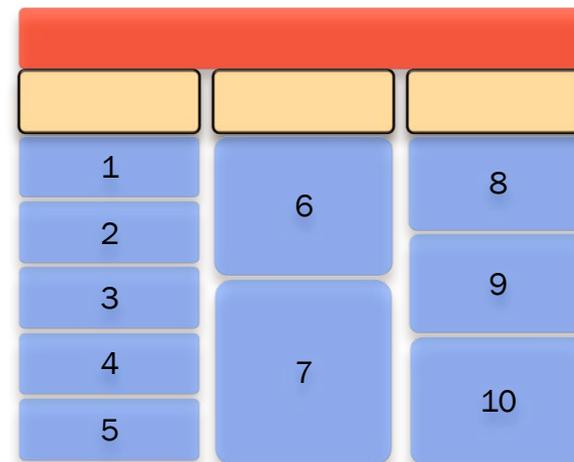


What do we need to do to

MAKE A RATIONAL CHART



- ✖✖ Cluster columns together based on similarities.
- ✖✖ Higher level consensus creates a chart



ROLES MATRIX

	Role of Community	Role of Region (Tribal Area)	Role of Treaty
Establish a Strong health Information Network	<ul style="list-style-type: none"> - make health a priority - send newsletters to tribal areas - develop partnerships with other First Nations 	<ul style="list-style-type: none"> - listen to communities re: health needs - forum for member First Nations to identify common needs - develop partnerships 	<ul style="list-style-type: none"> - coordinate network (see knowledge) - visit all communities to get to know them - annual health assembly (multidisciplinary)
Enhance Self Healing	<ul style="list-style-type: none"> - Train Staff to assist members with Personal Growth 	<ul style="list-style-type: none"> - Advise + Provide Resources required 	<ul style="list-style-type: none"> - Listen and Develop Clear Vision of Community Needs
Identify Their Future	<ul style="list-style-type: none"> - Promote Elder Teachings - A.H.S.A.R. - Recreation 	<ul style="list-style-type: none"> - School Curriculum 	<ul style="list-style-type: none"> - Protect Treaty Rights - Informers - Set Pace
Strengthen Enforcement of Bylaws	<ul style="list-style-type: none"> - Initiate necessary bylaws - Council resolution 	<ul style="list-style-type: none"> - assign officers outside region when necessary - increase police presence 	<ul style="list-style-type: none"> - strengthen resolve within bylaw - Expand Bylaw - create budgets - Educate Police Bd.
Circle of life	<ul style="list-style-type: none"> - Traditional Teachings ongoing 	<ul style="list-style-type: none"> - should not be separate 'Unity' 	<ul style="list-style-type: none"> - Traditional Teaching - Language retention
Identify Resources within FN's	<ul style="list-style-type: none"> - Teamwork Approach - Identified Needs Assessments - Door to Door 	<ul style="list-style-type: none"> - Role Clarification - Full Service delivery Boards 	<ul style="list-style-type: none"> - Be a united voice - fair representation in Portfolio Matters
Empower Community Driven	<ul style="list-style-type: none"> - Doing own assessment - Promotion, increase community involvement - Program Development - Support from Chief + Council - Community members are part of process 	<ul style="list-style-type: none"> - Provide Support, some financially - Assist with technical support re: strategic planning 	<ul style="list-style-type: none"> - Provide lobbying to further support - Recognition for successes
ENCOURAGE POSITIVE COMMUNITY APPROACHES	<ul style="list-style-type: none"> - Provide Support!!! - BE AWARE!!! - Use - SKILLS, TALENT, KNOWLEDGE, TEMPERANCE, EDUCATION!!! - HOLD LEADERSHIP ACCOUNTABLE - BEING GREAT 	<ul style="list-style-type: none"> - Create Awards / Recognition - Support with Workshops, Training 	<ul style="list-style-type: none"> - Educate + Advocate 'Innovation' Approaches / Programs / etc. That Work - Lobbying

- Start with blank framework. Put consensus TASKS down the side and ROLES across the top.
- Have small TASK groups populate the blank intersections with bullet points.

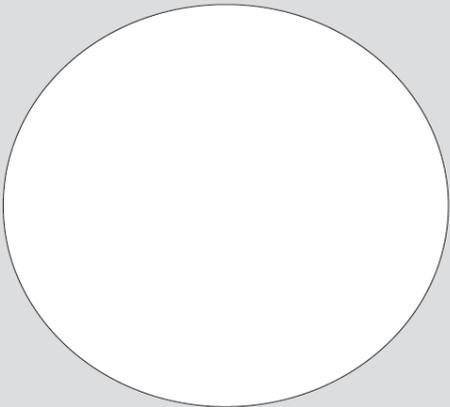
ROLES MATRIX EXAMPLE

Re-engineering Project Team Tasks and Roles								
ROLES	Administrative Assistants	Enablers and Education Specialist	Reengineering Specialists	Physician Advisors	Project Manager	Project Director	Co-Chairs	Consumer Advocate
Maintain Quality of Life	<ul style="list-style-type: none"> provide timely info to accomplish team goals provide training in time and stress management 	<ul style="list-style-type: none"> provide timely info to accomplish team goals provide training in time and stress management 	<ul style="list-style-type: none"> ensure timelines are maintained assist others when possible 	<ul style="list-style-type: none"> provide timely info to accomplish goals provide training in time and stress management 	<ul style="list-style-type: none"> facilitate conflict be an advocate for the teams 	<ul style="list-style-type: none"> have open, frequent communication with Project Manager 	<ul style="list-style-type: none"> balance workload create best mix of members on teams talk with team members to keep tasks on track 	<ul style="list-style-type: none"> keep everyone focused on the clients
Facilitate Effective Teamwork	<ul style="list-style-type: none"> schedule Project Team events schedule Design Team meetings 	<ul style="list-style-type: none"> liaise between team and respective functions access resources build interdisciplinary teams 	<ul style="list-style-type: none"> learn about redesign tools learn about team process tools do inter-team communication 	<ul style="list-style-type: none"> learn about redesign tools learn about team process tools do inter-team communication 	<ul style="list-style-type: none"> be a champion coordinate and integrate provide resources to teams 	<ul style="list-style-type: none"> be a champion link senior mgmt interpret corporate priorities integrate with other initiatives 	<ul style="list-style-type: none"> clarify mandate/role of team DT ground rules facilitate team processes e.g. problem solve 	<ul style="list-style-type: none"> define and facilitate patient role integrate patient perspective
Commit to Client Centred Reengineering	<ul style="list-style-type: none"> demonstrate quality service 	<ul style="list-style-type: none"> get participation from respective disciplines represent the project to those disciplines 	<ul style="list-style-type: none"> learn about reengineering help others understand it help others participate 	<ul style="list-style-type: none"> solicit MD input seek opportunities of MD input represent MD participation 	<ul style="list-style-type: none"> enable DT, PT participation manage the project as it bumps into others... prepare them 	<ul style="list-style-type: none"> establish/communicate priorities ensure participation clarify decision making responsibility. 	<ul style="list-style-type: none"> fully lead DT enable member participation hold client-centred service as desired outcome 	<ul style="list-style-type: none"> seek opportunities of consumer input solicit input represent consumer participation
Manage Project Success	<ul style="list-style-type: none"> provide clerical support services are a Team communication link 	<ul style="list-style-type: none"> provide timely resources create 2 way communication link with area of expertise 	<ul style="list-style-type: none"> support DT provide timely information provide learning communicate well 	<ul style="list-style-type: none"> provide physician perspective communicate with many other physicians 	<ul style="list-style-type: none"> lead daily operations ensure targets are being met 	<ul style="list-style-type: none"> steer the project provide mandate assign targets and goals link in the senior management 	<ul style="list-style-type: none"> lead Design Team process 	<ul style="list-style-type: none"> resource advocate link to representative groups
Access Appropriate Resources	<ul style="list-style-type: none"> backup support in accessing resources 	<ul style="list-style-type: none"> help access and interpret resources support learning and teaching resources 	<ul style="list-style-type: none"> support Design Team to access and effectively use resources 	<ul style="list-style-type: none"> provide support to access and interpret specific resources 	<ul style="list-style-type: none"> ensure that resources are available, transferred and utilized effectively 	<ul style="list-style-type: none"> acknowledge regularly that appropriate resources are being utilized 	<ul style="list-style-type: none"> facilitate Design Teams to access and effectively use resources 	<ul style="list-style-type: none"> provide support to access and interpret specific resources
Provide Timely & Responsive Communication	<ul style="list-style-type: none"> support communication needs of project mgmt and PT 	<ul style="list-style-type: none"> liaise between PT, DT, the enabling disciplines and the corporation 	<ul style="list-style-type: none"> provide info related to Design Team work plan 	<ul style="list-style-type: none"> identify strategies to help yourself communicate with Design Teams 	<ul style="list-style-type: none"> communicate info related to operational issues inform team of changes 	<ul style="list-style-type: none"> communicate strategic issues inform team of any changes 	<ul style="list-style-type: none"> communicate with DT and PT identify needs to Project Team around communication 	<ul style="list-style-type: none"> communicate needs of consumers and link with consumers
Develop Effective Relationships	All members of the entire Re-engineering team demonstrate code of behaviours, are knowledgeable about roles, respect role boundaries, state needs and expectations for roles in decision making and conflict management, and acknowledge and celebrate everyone's contribution.							

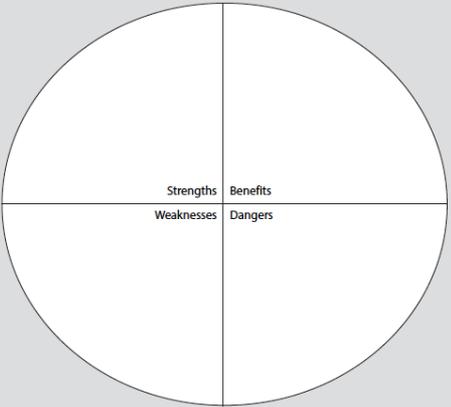
VICTORY CIRCLE

p. 73

1. Victory: What do we really wish to accomplish?



2. Current Reality



3. Committed to (Bottomline): Given the current reality, what is the bottomline victory we are committed to accomplish?



- ✖✖ Developing goals together as a team.
- ✖✖ Develops SMART goals that everyone is committed to.

Leadership Project in the Dehcho

- ~~Local Participants~~
- Lead by local people
- Huge Participation: Turn out - in community & online
- Create a Buzz
- Beautiful Vibe
- Excellent ^{positive} experience
- Amazing affordable food
- Good Bush accommodations (good tents)
- Positive Leaders & Role models
- Good Activities Planned - in the evening
- Engaged Participants
- Community events & involvement
- Relevant & meaningful content
- Presentation following mtg's for community

- Strengths**
- Local people, knowledge & expertise
 - Everyone benefits Knowledge sharing
 - More awareness
 - creates positive safe environment
 - Benefit to Region & individuals
 - Happy Participants
 - ~~Save money~~ - increase
 - Bush skills
 - Setting good example changing set up
 - Community Building
- SWOT**
- | | |
|--|---|
| <ul style="list-style-type: none"> - Local people - Bridge gap - <u>Involve more people in the project</u> - Networking - Location - Atbour - <u>Creates leaders</u> - <u>Local involvement & economy</u> - Creates bonds between community members - change leaders by what leader wants - <u>involve non participants</u> | <ul style="list-style-type: none"> - Local politics - Nihilism - <u>Resource deficit</u> - <u>negative feedback</u> by events - weather - <u>Quality</u> - <u>people who might be bitter (bullying)</u> - <u>Prices affordability</u> - <u>Elaborate</u> on next / weather conditions - <u>Local Politics</u> - <u>Conservation Leadership</u> - <u>Money</u> |
| <ul style="list-style-type: none"> - Threat of bullying - Wildlife - typical bush danger - <u>May create Anakan Sky Walker</u> - <u>Too many participants - food shortage</u> - Lack of tents - Improper behaviour - Possibility - <u>No one show up</u> - Taking over | <ul style="list-style-type: none"> - <u>Lack of capacity</u> - <u>What if they turn on us?</u> |

have
 → Liidlii Kue
 We will produce a spring gathering in the Dehcho Region from May 16th - 20th and celebrate the accomplishment with a community feast & drum dance for 100 people at the Atbour Leadership

Blue Sky

- ~~# we can~~ place in pref. location
- 2 for each neighbourhood
- 3 " rural
- APR implemented
- TA assigned/str. relationships.
 - PCP
 - Hospitals
 - SPDs
 - PTT
- Complete admin for CCs
- Accessible to CCs
- Scope of practice fully utilized
 - TAs work from Home / Remote
 - Exc. Customer Service
- Motivated to be high performers
- TA Supervisor
- Ability to promote

booking transfer Future

Current

- Available (extra!)
- CUPE is a partner
- Process understood
- Hiring thru casual
- FTE constraint
- inconsistent practice/wk
- Opportunity to inform pref location
- Build on current engagement with Stakeholders
- APR +
- Phone System
- Explore scope of work/practice Op. needs
- Lack of data/info re current work load
- Short timelines
- too many STT to Engage
- System transformation

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Short Stay Model
 → Community Intake

Dedicated TA
 - Referrals within 24 hrs of receipt
 - Role clarity, Exceptional Pt Exp →
 Manageable Caseload → all tasks can be completed
 Pt will know who CC is, Pt clear on roles + contact #, Staff well supported during the transition = knowledge, skills + ability. Cohesiveness w Intake Staff
 No impact on Pt. Streamline at Intake
 Communicate back to referral source.
 Caseload sup.
 Indicators of appro. transition time → automated.

Measurements of success

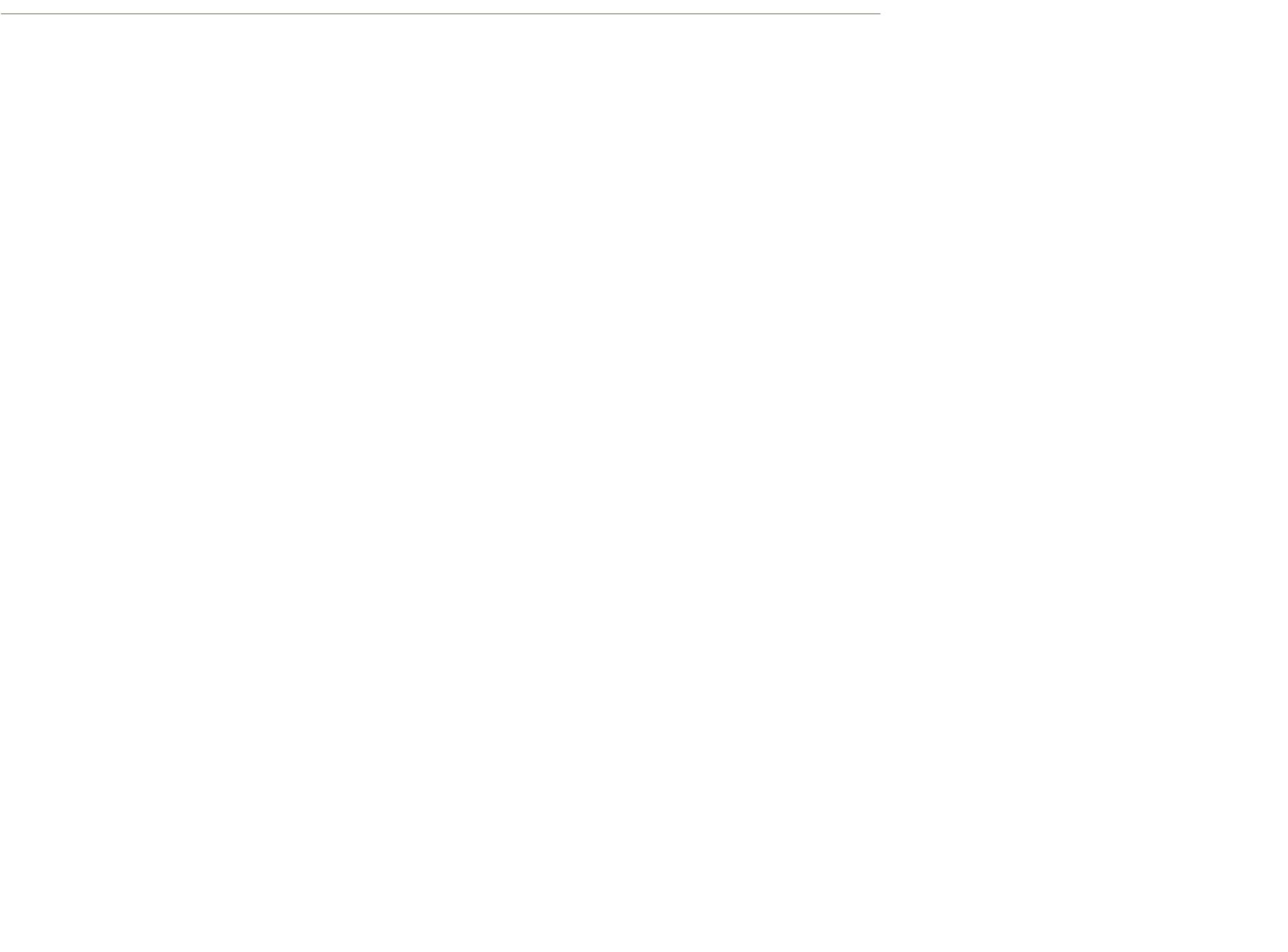
Current Reality

<p>Community Intake + Short Stay Staff engaged Pt/Care clear on roles + contact. Clear for staff</p>	<p>Education → New Short Stay will not know process EH Team workload ↑ no weekend staff, dedicated Transition of current Patients to new model Involvement of Stakeholders → hosp, Physicians + SPO</p>
<p>Intake staff excited Make some steps automated → reports Role of TA enhanced to support Pt Care. opportunity to enhance TA role - y dlc ↓ prof service involves E of I</p>	<p>T /oo.& /r<I'SS for 1 y ... vo/umi... ..+J..lon. P4-17 dk-v J:1 vied - f flf</p>

RhioCA
 Education Sessions
 Percentage trained

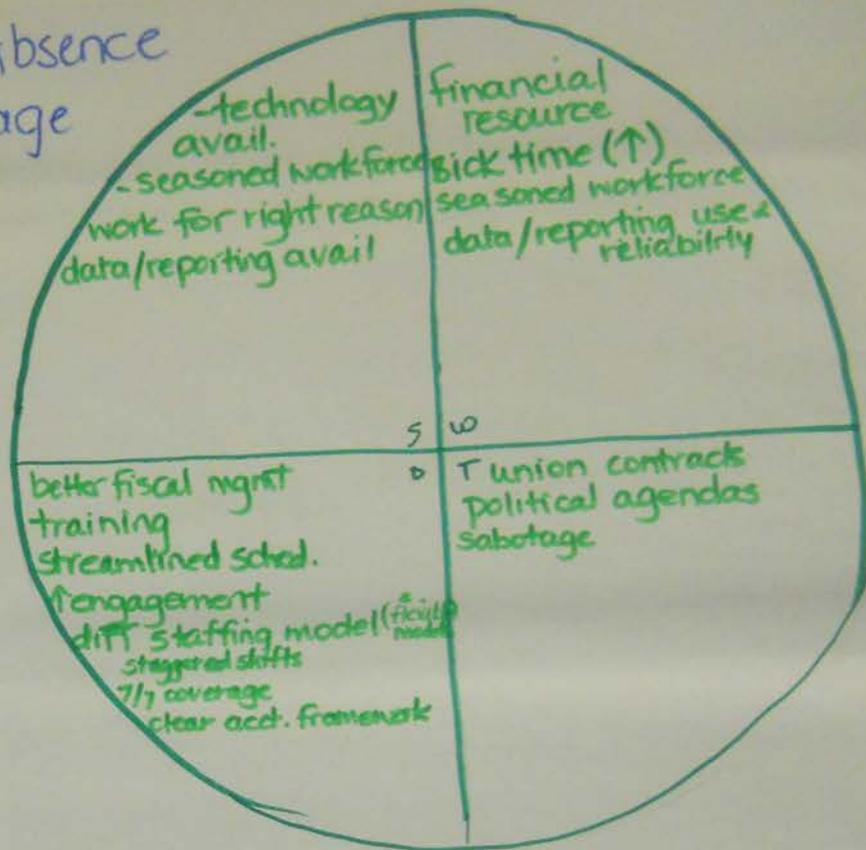
Goal: Three month timeline

By June 11th, we will have an engaged Comm Intake Team with expanded TA Role to support Seamless Care Coordination of Short Stay ~~Team~~ Patients.



Unplanned Absence Coverage

- client/SP concerns resolved in timely fashion
- visiting CC's are visiting
- seamless workflow
- workload manageable during 35h/wk
- inefficiencies \emptyset
- coverage to eliminate backlog
- coverage for coverage
- large casual/flexible pool (willing to work)
- on call model
- cross trained - all sites & areas
- balanced workload
- guilt free time off
- remote/flexible worksites
- no unplanned absences



~~Reducing unplanned absences by 30% by having a model that by~~ We will have a model that reduces unplanned abs. by 30% within 6 mos and coverage \approx 75%.

BRAC
[Signature]

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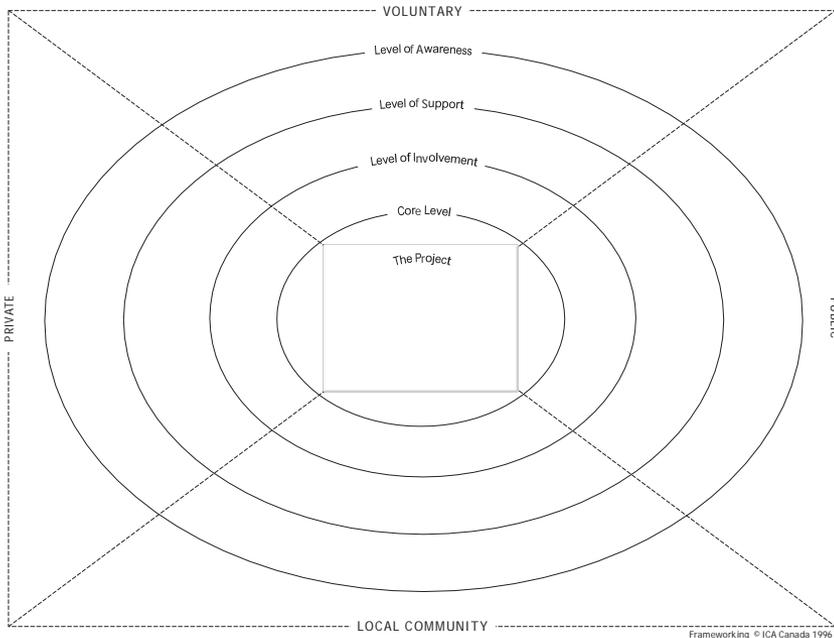
100% of community

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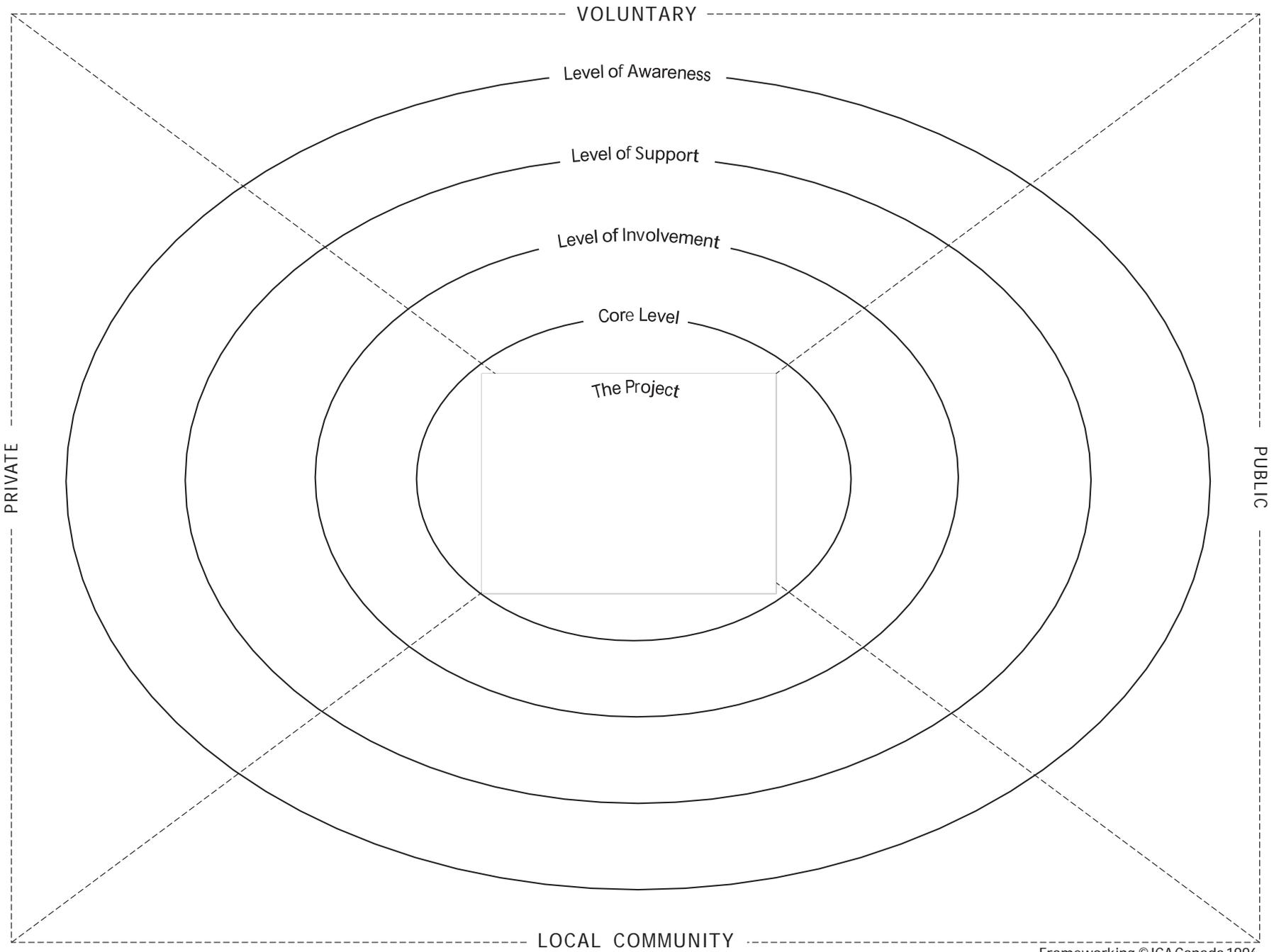
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FRAMEWORK OF SUPPORT

p. 68



- ✖✖ Facilitation tool to determine a comprehensive framework of support
- ✖✖ For launching collaborations and project teams.



VOLUNTARY

Level of Awareness

Level of Support

Level of Involvement

Core Level

The Project

PRIVATE

PUBLIC

LOCAL COMMUNITY

Voluntary / NGO.

Public

PRIVATE



Education / other / Community

NOT FOR
PROFIT

AWDREAS

Support

ReMatvat Qanak Or
Voices Dechinta

Involvement

Core

Project Steering
director Commit'
(Iris)

Elders
Advisory
Council

Women's
gathering
participants

Facebook
followers
+ Twitter/IG

e-mail
list
participants

LOCAL
SECTOR

Northern
media

Local
business
Jane
Glassco
Fellows

Airlines

DDC Gordon
Foundatio
Privat Aurora
donor. Village

Sheil
Bass-
Kelleth
Tides

Glen
Coulthard
Crystal
Fraser

tool-making
workshop
participant
Harvesters

ECE

Project
website
committee

ordinators

Swag
Committee

Comms
Person

Emerging
Leadership
Project
Committee

Moosehide
tanning
committee

IPAC-
NWT

Tliche
Gov't

Policy
group
Committee

Found
Members
Council

ITI

YRT

bwicL:;11

cPc:t

RIO/a.
f)an-h
of
C4tac+

1'U6LiC
SE:cTo,e:

PRIVATE
SECTOR