

Name of Consultants/Company: Cindy L. Myers, PhD. Executive Director

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All trainings and consultations are conducted by myself, or by myself and a colleague. Here is a brief bit about us.

Cindy Myers holds a Ph.D. in Human and Organizational Systems, a MA in Counseling and a MA in Organization Development. She is a licensed Marriage and Family Therapist with over 25 years experience in human services. She has administered a diverse array of non-profit service programs, including domestic violence, adolescent services, community mental health, drug and alcohol, and youth and family therapy programs. As CRFP's Executive Director, she designs collaborative models of service and training programs aimed at helping professionals from different fields work together in teams.

David Barkan holds a Ph.D. in Clinical Psychology, with a specialization in Organization Development. He works with Bay Area Non-profit and Governmental Human Services Organizations to help them effectively change their systems, open up communication, and solve difficult problems. David provides CRFP Family Network team facilitation as well as intensive training programs in Family Network conference Facilitation and Collaborative Leadership development.

CRFP offers a variety of training and consulting services for programs and communities pursuing team-based services (e.g., wraparound, family conference, team decision making, etc.). In each case, we adapt our curriculum to fit the specifics of the service model being used and the particular needs of the group being trained.

Types of Implementation Supports Offered / Description of Types of Methods Used

Facilitation Training: We train prospective facilitators for family conferences and wrap teams. We utilize an approach that focuses on "microskills": 10 specific facilitator behaviors that foster integrity and creativity in group decision-

making. We teach facilitators how to cultivate a full-participation decision making group that sets goals, defines signs of success, builds on strengths and existing resources, makes action plans, and holds itself accountable for results. For this training, we utilize "The Facilitator's Guild to Participatory Decision Making" and a manual we have authored as training texts.

Coordinator Training: We offer training for persons who are functioning in the role of case manager or team coordinator. We teach prospective coordinators how to establish their unique role with the family and other team members and how to carry out their functions within the team process. We offer tips on subjects such as orientation and preparation, organization and record-keeping and working with families and team-members under contentious conditions. We utilize a manual we have authored for this training.

Difficult Conversations Training: Early in our experience with team-based service delivery, we learned that many professionals foreclosed their participation by refusing to voice issues that would be unpopular with other team members or difficult for family members to hear. Because people dialed our phones off the hook asking us to "help us say the hard things", we developed a training in the art of difficult conversations. This training is based on the work of the Harvard Negotiations Project and prepares team members to both say and hear things that are hard, controversial or unpleasant. The key to having a difficult conversation is in the framing and execution, so that a "hard conversation" is transformed into a "learning conversation".

Facilitator's Consultation Group: We offer periodic or ongoing consultation groups in which facilitators can present their teams, gain insights on their work and practice new and advanced skills in the supportive environment of a room full of fellow travelers.

Program Design Consultation: Agencies or communities developing a team-based service project would benefit from our consultation on program design, implementation protocols, recordkeeping, evaluation and building relationships with stakeholders. We can help take you from a concept to a fully operational program.

Collaborative Leadership Facilitation: Based on our original facilitation training, we offer a facilitation training module specifically for leaders of collaborative decision making groups. In addition to the microskills of facilitation, we also teach leaders how to design effective meetings and how to work within larger systems. This training is good for leaders in organizations that have, or aspire to develop, collaborative service models. It is also good for persons organizing communities around a common purpose.

Whole Systems Design Consultation: Collaborative service projects, whether they use wraparound, family conferencing or other models, need to exist within a

larger supportive system in order to survive and thrive. The key to this is a shared set of principles and practices at three levels of the system: the practice level, the management/administrative level, and the policy level.

Based on the work of Marvin Weisbord ("FutureSearch"), we help groups design and undergo a large-group systems planning process that brings multiple groups of stakeholders together to create a shared vision and a plan for creating a shared reality.

Typical Costs and Duration of Different Types of Services

Our services can be provided at our site in San Rafael California or yours. Fees will depend upon variables such as numbers of participants, whether the event requires us to travel and the length/duration of the event. The initial consultation is free, so that we can see how best to meet the needs of your specific project and participants.

Communities or Programs Worked With

References and Contact Information: