

# GOVERNMENT TASK GROUP'S WORKBOOK

## BACKGROUND, CLARIFICATIONS, ASSUMPTIONS AND REQUESTS

- 1) Your overall task is **not** to design an evaluation for a **particular government “consensus building” project or for a particular government “workplace mediation” process**. Rather, it is to **develop a generic practical evaluation package for** MACRO funded (and other) government consensus building projects and workplace mediation projects, that can be tailored to adjust to the differences in each government agency and in each project.
- 2) An “evaluation package” should contain a statement of what a government agency should know about its consensus building and workplace mediation projects in order to understand the projects, improve them and capture any benefits that result from the projects. It should state what baseline(s) to capture (for programs that have not yet begun), state what to measure (or describe) and include useful, practical evaluation instruments/tools.
- 3) Please assume that once the package is developed, **MACRO can provide modest support** to help government agencies conduct the evaluations (provide forms, possibly develop and provide software, possibly limited consultation), but that the **evaluation system will have to be maintained by the government agencies with little or no additional funds**.
- 4) Please assume that the government **consensus building projects** (also known as collaborative problem solving projects, public policy mediation projects and facilitated large group interest-based negotiation projects) which MACRO funds are **similar in nature** to others you are probably familiar with (key stakeholders convened to work together with a facilitator to reach agreements or develop policies/plans that meet the interests of the participants). They also have **goals** similar to other projects with which you are familiar (increasing participation in the public decision making process, avoiding litigation, increasing support for potentially controversial policies, improving outcomes, etc.).
- 5) Similarly, assume that the government **workplace mediation projects** are similar to others and have similar **goals** (decreasing violence, tension, grievances and law suits, increasing team work, positive working relationships, a good work environment, etc.).
- 6) The **goal of evaluating Maryland’s consensus building and workplace mediation projects** is to help the government agencies:  
  
Understand their projects;  
Improve their projects; and  
Capture the benefits of their projects.
- 7) **MACRO** has the additional **goal** of being able to talk to the Maryland Legislature, the Governor, government agency heads and others in government about the benefits of these projects, to **increase administrative and monetary support** for strengthening current projects, creating new projects and institutionalizing such projects in government agencies.

## **PART I THURSDAY AM**

**(TASK ONE)** WATCH THE PCI COMMUNITY PARTNERSHOPS VIDEO AS AN EXAMPLES OF A GOVERNMENT CONSENSUS BUILDING PROJECT.

**( TASK TWO)** LEAF THROUGH THE CONSENSUS BUILDING EVALUATION MATERIALS IN YOUR NOTEBOOKS.

**(TASK THREE)** BASED UPON YOUR EXPERIENCE AND EXPERTISE, WHAT WOULD YOU ADVISE A GOVERNMENT AGENCY THAT IT SHOULD KNOW ABOUT ITS GENERIC “CONSENSUS BUILDING” PROJECT TO HELP IT UNDERSTAND, IMPROVE AND CAPTURE THE BENEFITS OF THE PROJECT? WHAT BASELINE(S) SHOULD THE AGENCY CAPTURE AND WHAT SHOULD THE AGENCY MEASURE?

**(TASK FOUR)** KEEPING IN MIND THE NEED FOR PRACTICALITY, HOW WOULD YOU ADVISE THE AGENCY TO MEASURE THE THINGS IT SHOULD KNOW ABOUT IT’S CONSENSUS BUILDING PROJECT?

## **PART II: THURSDAY PM**

**(TASK FIVE)** IN AS DETAILED A MANNER AS POSSIBLE, PUT TOGETHER THE GOVERNMENT “CONSENSUS BUILDING” PROJECT EVALUATION PACKAGE, INCLUDING THE KEY ITEMS TO BE MEASURED, A LISTING OF THE BEST TOOLS TO MEASURE THE KEY ITEMS, AND, IF POSSIBLE, A BARE BONES VERSION OF EACH TOOL. INCLUDE ADVICE ABOUT RESOURCES AVAILABLE FOR THESE PROJECTS, THE CHALLENGES THEY FACE, AND HOW TO SOLVE THEM.

**(THURSDAY PM CONTINUED)**

**(TASK SIX)** LEAF THROUGH THE WORKPLACE MEDIATION EVALUATION MATERIALS IN YOUR NOTEBOOKS.

**(TASK SEVEN)** BASED UPON YOUR EXPERIENCE AND EXPERTISE, WHAT WOULD YOU ADVISE A GOVERNMENT AGENCY THAT IT SHOULD KNOW ABOUT ITS GENERIC “WORKPLACE MEDIATION” PROJECT TO HELP IT UNDERSTAND, IMPROVE AND CAPTURE THE BENEFITS OF THE PROJECT? WHAT BASELINE(S) SHOULD THE AGENCY CAPTURE AND WHAT SHOULD THE AGENCY MEASURE?

**PART III FRIDAY AM**

**(TASK EIGHT)** KEEPING IN MIND THE NEED FOR PRACTICALITY, HOW WOULD YOU ADVISE THE AGENCY TO MEASURE THE THINGS IT SHOULD KNOW ABOUT IT'S WORKPLACE MEDIATION PROJECT?

**(TASK NINE)** IN AS DETAILED A MANNER AS POSSIBLE, PUT TOGETHER THE GOVERNMENT “WORKPLACE MEDIATION” PROJECT EVALUATION PACKAGE, INCLUDING THE KEY ITEMS TO BE MEASURED, A LISTING OF THE BEST TOOLS TO MEASURE THE KEY ITEMS, AND, IF POSSIBLE, A BARE BONES VERSION OF EACH TOOL. INCLUDE ADVICE ABOUT RESOURCES AVAILABLE FOR THESE PROJECTS, THE CHALLENGES THEY FACE, AND HOW TO SOLVE THEM.