CLDC Conversation Summary

**Positives/Advice**

- Create open space for true thinking, brainstorming without being shot down.
- We should re-visit the plan through the years, can’t sit on a shelf.
- Individuals should see themselves in the plan
- We should provide multiple ways to contribute; one idea to have someone staff a room and have it open feedback during the day/evening so people could come in at any time to record feedback, or brainstorm new ideas.
- We need patience, a strategy to hear all voices and clear definitions of key concepts.
- How do we make sure ideas, voices are heard? Communication needs to go up and down the hierarchy.
- Students should be invited/involved
- Some kind of pre-survey/assessment where everyone contributes. Some themes that were uncovered via the assessment could be a part of the beginning process so we don’t start from scratch.
- Some sort of historical perspective may be helpful. How has this done in the past?
- A committee of outside stakeholders could be an idea. Builds bridges, communication with your important constituents
- Broad goals are helpful. Not everyone’s feedback will be incorporated and that is ok. Transparency is important
- Meetings with like groups? How can we hear all voices? Anonymous? Confidential?
- If like groups are gathering, the leader facilitation should be from that group (ie. a grad student group should have a grad student facilitator).
- Everyone being forced to brainstorm and everyone being forced to think of the how is a good strategy. People who like to process also needs to understand the implementation and vice versa.
- Departmentally this needs to be priority. Work release time is important and covering for people so work release is not stressful, too.
- Assessment/feedback forms should be easy/ accessible
- We need to remember the multiple ways of giving feedback. Adapt as we go.
- We should be represented as well with student employees feedback,
- Shorter shelf life of a plan is good. Perhaps 3 years?

**Negatives/Pitfalls to Avoid**

- There can be a lack of clarity; we need definitions to the words being used. (i.e. diversity). Define the key words so everyone is on the same page.
- Good strategic planning takes time, when it happens when people are gone (summer) it’s disappointing.
• When we don’t have clear plan in the beginning it is frustrating.
• If feedback isn’t taken, tell us why? Transparency is important.
• Let’s not focus on the details-stay up in the clouds
• If we have a finite amount of time, make sure that everyone has a chance to say something
• Not everyone will talk in meetings. How do we hear their feedback?

Outside or Inside facilitator?
• Inside facilitator for sure. Sometimes consultants can be biased by the people bringing them in
• An outside facilitator can be the most unbiased though.
• Someone outside would help because some people only know OU
• Outside person/cost involved would be a negative factor.

What is more important, the process or the product?
• A little bit of both
• If the process is good the product will be good
• The process builds team with the people involved in the process, but the product impacts everyone
• Reflect on the process before we start would be important
• Emphasis on team development first before we start the planning process makes us more effective
• On-going process seems great. Beginning with the end in mind. We don’t need to learn a new language every time.