

FIEP Stakeholder Involvement

Stakeholder engagement is a critical, non-negotiable component of an effective dispute resolution system. It's worth the time and effort to build trusted relationships and involve stakeholders. Engaging them in meaningful ways will increase the effectiveness of your entire system.

- CADRE, *Top Tips for Dispute Resolution Managers*

A collaborative approach is paramount to stakeholder engagement and can result in improved relational trust; greater buy-in/ownership of the work; stronger stakeholder commitment to shared values and work getting completed; better plans due to solutions being generated from a diverse group of representatives with access to different resources; and opportunities for continual sharing of various perspectives.

Questions for Consideration

SEA Leadership Involvement

- Who needs to be involved?
- How should they be involved?
- What messages need to be shared and how?
- What are their current dispute prevention/resolution priorities and how can FIEP align to those priorities?
- Who will be responsible for keeping leadership informed?

Stakeholder Groups

- Purpose/Function
 - Will an existing stakeholder group, such as a dispute resolution advisory group, be used to inform or make decisions related to the FIEP system? If so how, will they be used?
 - If forming a new stakeholder group(s), what is the purpose/function of the group(s) (e.g., advisory, policy setting, promotional, workgroup, etc.)?
- Who to include/invite
 - Is there a representative group of individuals included on the invite list (e.g., parent centers, district/co-op administrators, dispute resolution staff, dispute resolution practitioners, attorneys/advocates)?
 - What is the ideal size for the group?
- Invitation
 - What sort of time commitment to the work will stakeholders need to make?
 - How will invitations be made and who will make them?

- Initial Meeting
 - What work (if any) will be done in advance? If work is done in advance, will there still be enough substance to the meeting that stakeholders will see the value in their participation and commit to attending initial as well as subsequent meetings?
 - What background information will need to be shared at the initial meeting?
 - What inclusive language, processes, and activities will be used to engage stakeholders (e.g., ice breaker, norming activities, asking for suggestions, being transparent)?
 - What will be on the agenda? What topics will be on or off the table during initial and subsequent meetings (e.g., budget, personnel)? Who controls the agenda? Can stakeholders add items to the agenda?
 - Who will facilitate the meetings (SEA staff or a stakeholder)?
- Norms/Procedures (informal and evolving as needed or formal and more standardized)
 - Behavioral Expectations
 - How should the group behave to achieve the greatest level of engagement and success (e.g., listen for understanding, respect different opinions and suggestions, be fully present)? What are the group expectations in regards to confidentiality?
 - Meetings
 - Will meetings be in person or via conference call?
 - Will there be a record or minutes of the meeting? Will they be made available publically?
 - Decision Making
 - Will there be decision making? If so, what will be the process (e.g., consensus)?
 - Communication Mechanism
 - What content will be shared with stakeholders?
 - How often will updates be shared?
 - Who will share information?
- Roles and Responsibilities
 - What roles will be beneficial to the stakeholder group (e.g., facilitator, note taker, liaison, time keeper)? Who will take on these roles?