

Trust-Building and Community Facilitation

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The groundwork that makes every other conversation possible

FORMAT	Half-day workshop, full-day retreat, or multi-session engagement
BUILT FOR	Staff teams, coalitions, community collaboratives, advisory groups, cross-sector partnerships, academic departments, and corporate teams
CHALLENGE	Organizations need stakeholders to engage in meaningful dialogue and collaborative problem-solving, but the conditions for that kind of participation — trust, relationships, and psychological safety — have to be built deliberately. They rarely appear on their own.

WHAT WE DO

- Build authentic relationships
- Strengthen trust and belonging
- Name and work through conflict rather than around it
- Develop shared understanding and alignment
- Foster collaboration across difference
- Create the conditions for collective action

WHAT PARTICIPANTS LEAVE WITH

- Stronger relationships and trust
- Increased psychological safety
- Improved communication and collaboration
- Greater alignment around shared goals
- Enhanced capacity for collective action

HOW THE ENGAGEMENT RUNS

- 01 Assess group needs and goals
- 02 Establish community agreements
- 03 Facilitate relationship-building
- 04 Create space to name conflict and the feelings it raises
- 05 Include time for reflection and guided movement
- 06 Guide collaborative dialogue and problem-solving
- 07 Support alignment on shared goals and next steps

DELIVERABLES

- Facilitated workshop or retreat
- Customized facilitation plan
- Group agreements and norms
- Session summary and recommendations
- Action planning support

IN PRACTICE — FAMILY RESOURCE NAVIGATORS

During a staff training for roughly 30 employees, participants named anxiety, self-doubt, and imposter syndrome about sharing their stories. Facilitators adapted in the moment, making room for reflective dialogue and guided movement so people could identify and work through what had come up.

With peer support and facilitation focused on their strengths, the group moved from hesitation to engagement and began building narratives rooted in their own experience — more connected, more confident, and clearer about the expertise they already held.