

# **SOUTH CAROLINA**

## **COMMUNITY RELATIONS AND DEVELOPMENT CONFERENCE**





# Welcome to the Inaugural South Carolina Community Relations and Development Conference

Quality of Community Life Initiative supported by the Community  
Enhancement Coalition





# Agenda



- Welcome to the North Campus from Dr Godfrey Gibbison, Dean of the North Campus and the School of Professional Studies
- Hello from John Miller, CEO of Denny's Corp
- Introduction to the Awareness Windows engagement process
- Describing our experience in an authentic and skillful way using the awareness windows (1<sup>st</sup> round of speed dating)
- Presentation from Dr Graeme Coetzer on Community Relations and Development Systems
- Engaging each other in an authentic and skillful manner using the awareness windows (2<sup>nd</sup> round of speed dating)

# A W A R E N E S S

## Reflection

(Provide the frame by saying "When you reflect on ...")



## Attention

(Move the person toward awareness of their own experience regarding the frame by saying "what are you paying attention to...")

**Note:** Raise awareness, comprehension and description of what is being attended to by asking a breadth question (e.g. tell me a bit more about that or what do you mean by that)



## Feeling

Numb	Sad	Compassion
Indifferent	Depressed	Empathy
Bored	Shy	Appreciation
Confused	Embarrassed	Curiosity
Angry	Guilty	Relief
Frustrated	Ashamed	Calm
Afraid	Jealous	Excitement
Anxious	Disgusted	Happiness
Hurt		Satisfaction
Sad		

(Connect to feelings which often helps bring into awareness related thoughts by saying "How do you feel about what you are paying attention to..")

**Note:** "I feel like..." and "I feel that..." are not feelings they are thoughts (these statements are often used to avoid being descriptive of feelings)

**Note:** People can have multiple feelings and related thoughts at the same time e.g. I feel scared because I don't want to fail but I feel excited about mastering something new). Try to bring into awareness all key feelings and related thoughts by saying "and what else are you feeling about this"

## Wanting

**What you want:**

- Needs -as a general outcome(s)
- Wants -process for achieving the outcome(s)
- Hopes -from yourself and from others
- Desires -for yourself and for others
- Wishes -by telling us what you told us, what do you want right here/right now with or from us

**Note:** Can connect people to deeper wants by repeatedly asking what the benefit of that would be... or, "why do you want that" (move through disassociation and support connecting to authentic – what's this about for me)

## Thinking

(inner voice)

- Description of situation
- Expectations
- Attributions (causes of situation)
- Inferences
- Projections / assumptions
- Predictions
- Ideas / Solutions

**Note:** general structure of the thinking process is (1) what is this (including the various assumptions, filling in the picture, shaping the picture to suite my purpose etc., that occurs, (2) what caused this and where is this going (attributions and predictions), (3) how will this impact me and influence my ability to get my needs met, (4) what can and should be done

# W I N D O W S



# Speed Dating using the Awareness Windows (Round 1)



- When you reflect on the **concept of community relations and development** what are you paying attention to...feeling...thinking...wanting
- When you reflect on **community relations and development in South Carolina** what are you paying attention to...feeling...thinking...wanting
- When you reflect on **this community relations and development conference** what are you paying attention to...feeling...thinking...wanting
- When you reflect on **your own upcoming participation and the participation of others in this conference** what are you paying attention to ...feeling ...thinking ...wanting
- When you reflect on the **perceptions, feelings, thoughts and wants that you are having**, what are you paying attention to ...feeling...thinking...wanting



# Speed Dating using the Awareness Windows (Round 2)



- When you reflect on **what you have heard and seen up to this point**, what are you paying attention to ...feeling...thinking...wanting
- When you reflect on **what you are expecting and predicting**, what are you paying attention to ...feeling...thinking...wanting



# What is Community Relations and Development?



- **Community Relations** refers to the nature of relationships between members of a community. This includes relationships between:
  - Individuals
  - Groups
  - Institutions and members of the community
- **Community Development** is a process where community members collaborate to identify, analyze and influence key contributors to the quality of community life, including the state of community relations



# Quality of Community Life



Quality of Community Life is indicated by the psychological, physical, educational, social, financial and spiritual well being of community members

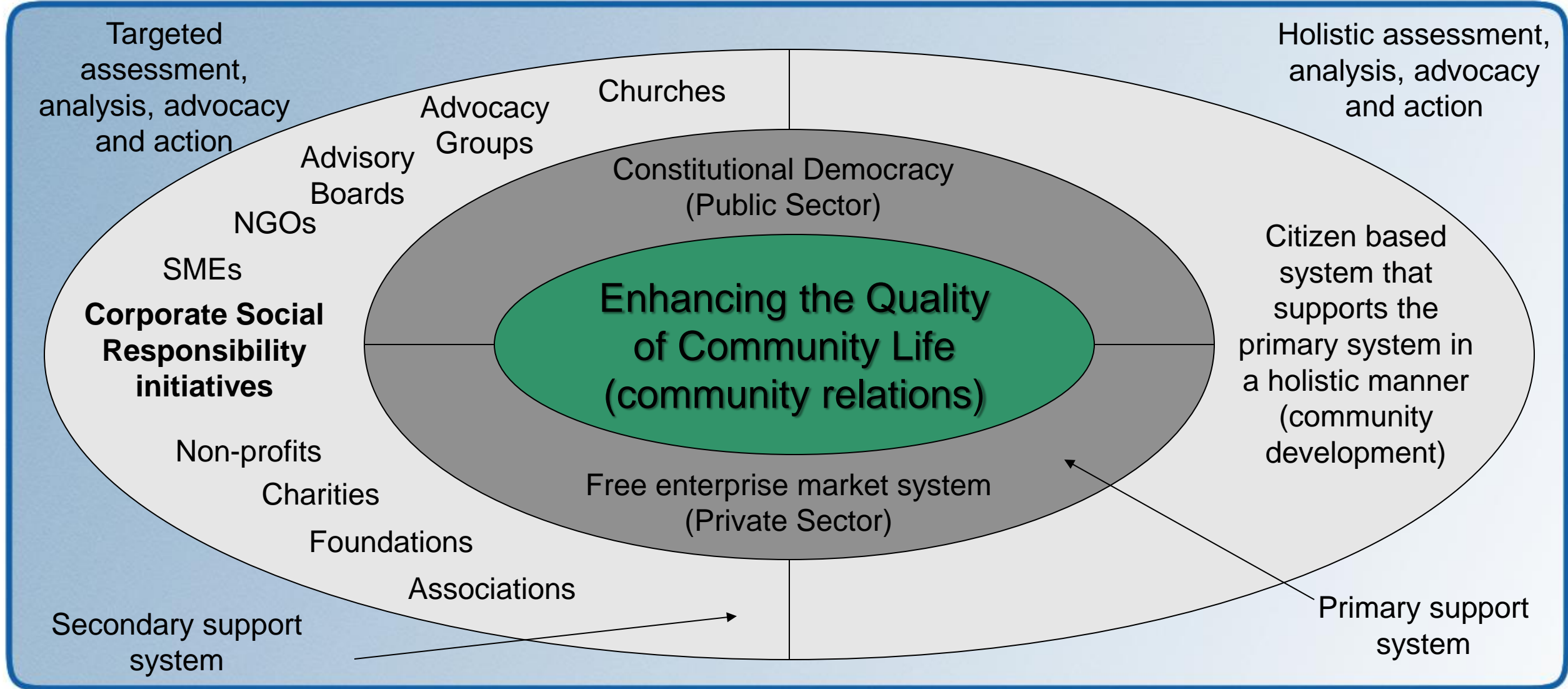




# Key Contributors to the Quality of Community Life



# Enhancing Community Relations and the Quality of Community Life





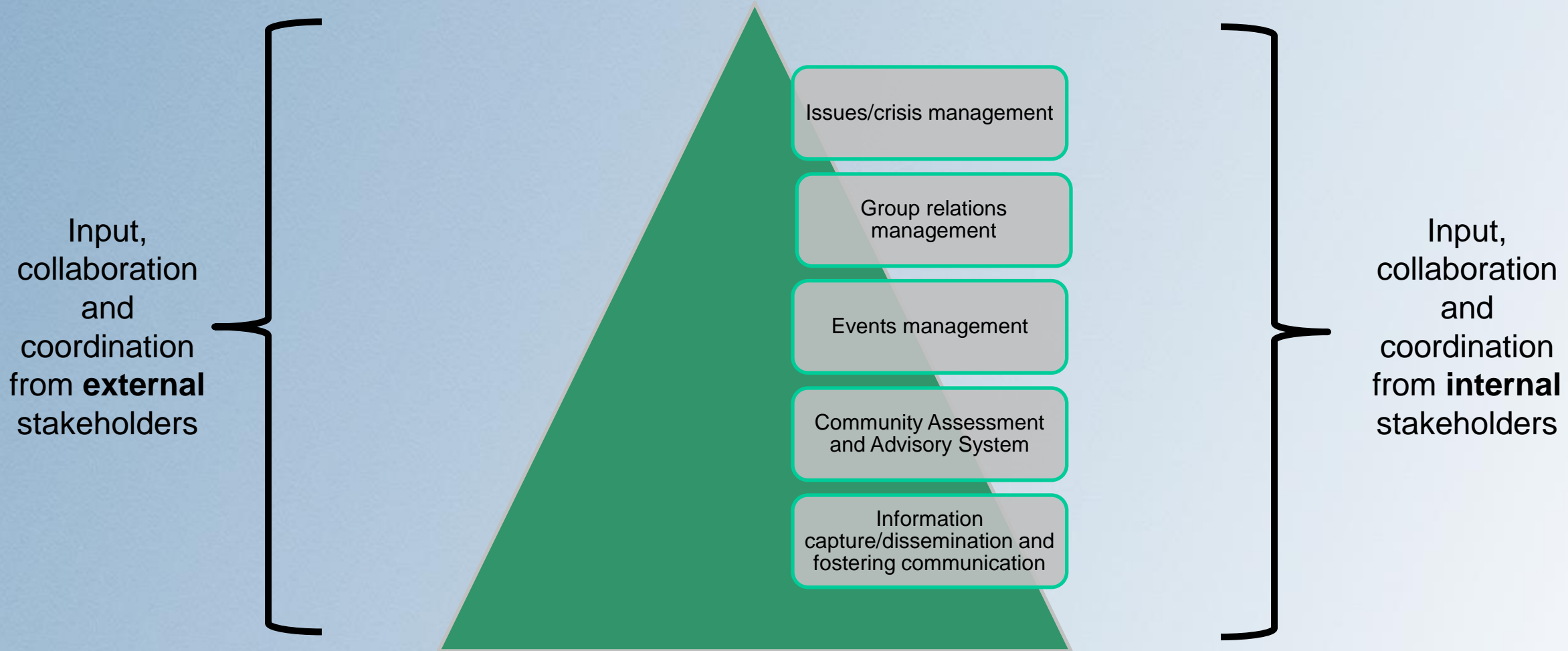
# Quality of Community Life Initiative



- Further develop and expand the use of the systems approach to human engagement, community assessment and community development
- Clarify and develop the citizens based community development system (stream/room 1 of the conference)
- Provide participants within the corporate social responsibility, diversity/inclusion and community relations/development space with the necessary general and task specific competencies (stream/room 2 of the conference)
- Foster awareness, recognition, collaboration and coordination within the overall community relations and development system (stream/room 3 of the conference plus the overall design of the conference)



# Citizen based Community Development System





# How to Achieve the Objectives of the Quality of Community Life Initiative

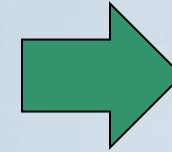


## Annual South Carolina Community Relations and Development Conference (spring) plus 1 day follow up (fall)

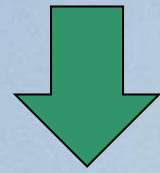
- **Stream/Room 1** – assess and co-create the citizens based county level community relations and development system (provide opportunity for internal and external stakeholders to engagement, collaborate, coordinate their efforts and influence the evolution of the system)
- **Stream/Room 2** – provide training in those competencies that increase the effectiveness of corporate social responsibility, diversity/inclusion and community relations/development initiatives (brings the teaching/training/coaching community into the process)
- **Stream/Room 3** – foster awareness, understanding, recognition, collaboration and coordination within the overall community relations and development system (recognition of key initiatives plus panels with lots of community discussion)
- **General Design of the Conference** – create opportunity for positive publicity, networking, mutual learning, exploring/establishing partnerships and some social time



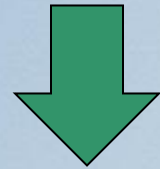
Institute of Community Development



Support for  
Regional  
and Other  
Initiatives



Community Enhancement Coalition



Annual SC Community and Relations  
Conference plus follow up  
(Quality of Community Life Initiative)



## Inaugural South Carolina Community Relations and Development Conference – How did we get here?



- Coalition of individuals, groups and organizations (Community Enhancement Coalition) brought 350+ diverse leaders together after the Emanuel 9 tragedy to start a conversation about human differences using a new process of engagement (primary sponsor was Denny's Corp)
- New institute was established to support the expansion of the Community Enhancement Coalition and help enhance the community relations and development system in South Carolina (referred to as the Quality of Community Life Initiative) (Institute for Community Development associated with the School of Professional Studies at the North Campus of the College of Charleston)
- New institute partnered with SCHAC to help review and enhance the citizens based community relations and development system in South Carolina (system of councils at the county level made up of diverse citizens who are responsible for helping to enhancing community relations and the quality of community life)