



Facilitation Testimonial

Engineers & Surveyors Institute
Strategic Visioning Process with Karen Cleveland

ESI engaged Karen Cleveland, Executive Director of Leadership Fairfax, in 2018 to both work with the ESI leadership on developing a process to engage with the ESI membership and then conduct a strategic visioning session with members of the ESI Board of Directors (Board) and other senior membership leaders.

The membership engagement was planned and crafted in collaboration with the ESI Executive Director and Board as an online membership satisfaction survey regarding ESI's various services and or customer service skills. From those results, Ms. Cleveland designed, facilitated and led a senior group of ESI's membership leaders in an all-day off-site retreat to do strategic visioning for ESI's future services.

The retreat was very successful, with a few of ESI's typically more cynical members praising Ms. Cleveland on the process and her skills and abilities. All members participating in that effort felt that that the day had transpired quickly, very productively, that they learned and enjoyed some of her methods, and were very positive about the process and outcomes. Such positive comments, which fully represented the sentiment of the 20 members present, formed high praise for Karen's skills and methods and contributed toward the next steps in strategic discussions and planning for the organization.

Jeff Blackford
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