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## Member of the Month

### Liudmila Dudorova Moscow, Russia



#### How long have you been a member of IAF?

3 years

#### Tell us a little about the organization you work for...What is its name? What does it do?

My company is called Image Personnel Consulting; we have worked in the field of training and facilitation since 1995. Today, we are leaders in facilitating business events and facilitation training. We have trained more than 500 facilitators.

#### What are your jobs within the organization?

Apart from general management, I work with clients, lead facilitation projects and strategic sessions and do my own course of facilitation training. Over 8 years I have trained dozens of Russian facilitators.

#### How do you use facilitation in your line of work?

I use facilitation in training and learning to help exchange experience, perform situation analysis and solve cases. I also consult with clients on using facilitation on their sessions and meetings. And often I myself facilitate large and small events.

#### Share a recent facilitation experience – what did you do, how did you do it, with whom did you do it?

Last December at the working session of IAF

Russia we, together with another IAF member Timofei Nestik, experienced the Foresight method. We researched what facilitation is going to be like in 2020 and traced the factors that we think will influence the way facilitation will be used in Russia. An interesting thing that we became aware of was that with time a large part of discussion will go virtual so we need to invest time in developing ways how we will offer effective help in that environment.

Also, I am much looking forward to facilitating the next conference of Russian facilitators that we had already successfully run three times. This year, conference will be held on April 5<sup>th</sup>, and its topic is “Facilitation for generating ideas, innovations and knowledge management”.

#### If you could share one thing you’ve learned with other facilitators around the world, what would it be?

When your session plan is too well thought through and you use only probed methods, it can begin to feel boring. And when you experiment with new methods, you cannot rely on the result and it demands your full attention as a facilitator. I think that the proper way lies somewhere in the middle – find joy in experimenting, and be confident about yourself and your group.

**Thank you for taking the time to share with us, Liudmila!**

International Association of  
Facilitators

14984 Glazier Ave., Suite 550

St. Paul, MN 55124

[office@iaf-world.org](mailto:office@iaf-world.org)

+ 1 800 281 9984

(toll free, US & Canada)

+1 952 891 3541

Fax +1 952 891 1800

Kimberly Bain, CPF, Chair

[chair@iaf-world.org](mailto:chair@iaf-world.org)

The Global Flipchart is IAF's

monthly newsletter

Karyn Dumble, CPF, Editor

[globalflipchart@iaf-world.org](mailto:globalflipchart@iaf-world.org)

# Method of the Month: Acts of God

The Method of the Month is a regular feature of the Global Flipchart.

***This title refers to the common English terminology on insurance policies for uninsurable events. No religious connotation is intended.***

**Purpose:** To gather the negative energy in a group that is full of complaints, issues and problems to focus on problems and/or issues the group really has some influence over.

**Preparation:** Create a flipchart, or slide that shows the five Acts of God categories for sorting the group's complaints. Explain that some are called Acts of God – that relate to the English phrase in insurance policies and has nothing to do with religion. The categories reflect what the group itself can do about the issue/problem etc.

AOG Categories	
1.	Acts of God we have to live with
2.	Acts of lesser gods we probably have to live with – but at least we can communicate our complaints to them
3.	Issues that we share with others (e.g. another section of same organization) – and can resolve jointly with them
4.	Issues that are other's to work on – but for which they need help
5.	Issues that we can work on ourselves without help.

## Procedure:

1. Generate a list of complaints/concerns/problems/issues that are important to the group members – using brainstorming technique – but it is important to ensure there is some quiet thinking time, and that each person has the opportunity to contribute all their complaints.
2. Invite each individual to contribute one comment at a time. Scribe these onto butcher's paper – leaving a space on the left for later working. As with brainstorming guidelines – don't allow discussion of the merits of comments.
3. When the list is complete – explain the five categories of complaint that will now be used to sort the list.
4. Work through the problem/issue/concern list item by item – asking the group to allocate one of the five AOG categories to each item. During this period – do not allow any discussions on solving the problem/issue (there will be opportunity later). If it is difficult to gain consensus, then allow the occasional split category (e.g. straddles categories 1 and 2). When choosing which issue to work on – it may be important for the group to work on some of the # 5 category – so they develop confidence in achieving things.

5. Now return to the list and add another sheet of butcher's paper – this time marked as ACTIONS. The items categorized as 1 “acts of God we have to live with” can either be crossed out – i.e. they have been acknowledged, and although they are important and valid concerns, it is now clear there is no value in wasting any more time and energy on them. This action often disposes of much of the negative energy bound up in those items. Or re-label them as “*Learning to cope with....*”
6. The remaining items should now only be ones that the groups can contribute to resolving, whether it be working with others or on their own. Options now include ranking them in order of priority – then working on an action plan for each item.

*Facilitation guide for working with groups.* Hamilton, ON: McMaster University.  
Retrieved from <http://www.nccmt.ca/registry/view/eng/95.html>.

# View from the Board

Kimberly Bain, Chair of the IAF Board, [chair@iaf-world.org](mailto:chair@iaf-world.org)

I would like to take this opportunity to introduce you to your 2013 Board of Directors.



**In order from front left** – Simon Wilson, Vice-Chair (UK); Kimberly Bain, Chair (Canada), Solly Manyka, Africa Director (South Africa); Taralee Hammond, Canada Director; Rhonda Tanks, Marketing and Partnerships Director (Australia).

**Second Tier from left** – Daphne Cant, Treasurer (Canada); Beatrice Briggs, Latin America & Caribbean Director (Mexico); Jackie Chang, Asia Director (Taiwan); Nellie Noakes, Oceania Director (Australia & Tasmania); Cleopas Chiketa, Membership Director, (Zimbabwe); Cynthia Pace, US Director; Carol Sherriff, Conferences Director (UK); Bill Reid, Communications Director (Canada); Sheryl Smail, Professional Development Director (New Zealand); Martin Farrell, Europe Director (UK); Linda Starodub, Secretary (Austria).

The Board met for four days in a face-to-face meeting this January. We accomplished a great deal and are set to deliver on an ambitious action oriented agenda. Our overarching goal this year is **to expand the global footprint of IAF**. We have a number of specific initiatives in various planning stages, all of which have been brought forward by members through our various communications forums, such as LinkedIn, Facebook, Twitter, through the membership survey and at the virtual AGM. Each of these initiatives will be announced over the coming months.

As a Board we commit to you, the members, that we will work to advance the mission, vision and values of IAF; continue to promote facilitation world-wide; listen to your views, ideas and opinions; and provide stewardship that ensures our Association is financially sustainable and has a growing membership base.

We look forward to serving you this year!

Kimberly Bain, Chair  
On behalf of the 2013 Board of Directors

## From Your Global FlipChart Editor



I very nearly took a pass at including a note to you this month. I wracked my brain and decided that I had nothing to say. I know – those who’ve met me are thoroughly shocked. It happens on occasion. But I would feel like I shirked my duty as editor not to include at least a paragraph or two, so I’ve decided to let you in on something that has been occupying my thoughts recently.

Last week I came up against a great big wall.

Let me start with a little bit of background. I took up recreational boxing mid-summer at a women’s boxing club. It’s been a great learning experience and a time of self-discovery. There’s a lot to be said about the usefulness of hitting a heavy bag when it comes to managing stress. In December, the coach invited me to shift from recreational boxing to competitive boxing and join the club’s team. Ego boost! At the time, I thought that was a scary yet interesting idea and agreed to begin training for an actual bout.

Meet my wall. In reality, she is 5’4”, approximately 130 lbs. and wears pink boxing gloves. She has a bit of height and weight on me, but is still in range to be a good sparring partner. She’s already been boxing for over a year and won her first bout. I think that the polite way of explaining what happened next is to say that night I was her punching bag. My nose hurt for a few days afterward. And my ego was very much bruised. I’m more than a little reluctant to try again. (If I’m honest, terrified might be more accurate.)

Here’s where I draw upon my experiences as a facilitator. I’ve met a few great big walls as a professional facilitator: groups with challenges like I’ve never seen before, clients with levels of protocols and politics that were astounding, workshops where I have spent hours standing in the proverbial fire. These are facilitation experiences that have pushed me so far outside my comfort zone. Some days, I’ve arrived home discouraged and sporting a few figurative bruises. I’ve learned from each and every one of these experiences.

Despite these facilitation events that are scary, that push me to explore the edges of my skills and abilities, I keep going back for more. It’s the experiences that are outside of our comfort zones that make us better at what we do and force us into self-examination.

I guess that settles it. I need to take a few deep breaths and get back into the ring with my great big wall. (Let’s just hope she doesn’t read Global Flipchart because I’m not sure she’d appreciate being called a “great big wall”.) I’ll keep my gloves up and have an ice pack at the ready.

Yours in ink stains,

Karyn Dumble, Editor

[globalflipchart@iaf-world.org](mailto:globalflipchart@iaf-world.org)



# Upcoming IAF Events

## CONFERENCES

IAF Jamaica—February 27-28, 2013, Kingston, Jamaica

Oceania—March 6-8, 2013, Adelaide, Australia

IAFNA—June 5-8, 2013, Orlando, Florida

*Save the Date:* IAF Asia—September 21—22, 2013, Tokyo, Japan  
(Pre-conference Days September 19-20)

## IAF CERTIFIED™ PROFESSIONAL FACILITATOR CERTIFICATION EVENTS

- March 4, 2013—Adelaide, Australia
- May 21-22, 2013—Gothenburg, Sweden
- May 22, 2013—The Netherlands (Dutch)
- June 5—6, 2013—Orlando, Florida, USA
- September 17—18, 2013, Tokyo, Japan
- November 22, 2013 —The Netherlands (Dutch)

## Welcome New IAF Members!

*We extend a warm welcome to our colleagues from around the world who joined IAF from  
January 14, 2013 thru February 14, 2012  
(We only list those members who have chosen to be listed in our online membership directory.)*

*If you are concerned about having been included in this list, please contact the office via email at  
[office@iaf-world.org](mailto:office@iaf-world.org).*

### **Current Membership from 60 countries: 1240+**

#### **Australia**

Mirapuri Dawn, Brisbane, QLD  
Moirá Deslandes, Willunga, SA  
Elie Elia, Ringwood, SA  
Jane Grant, Gawler, SA  
Kevin Hardy, North Sydney, NSW  
Sharon Honner, Kent Town, NSW  
Jennifer Maree, Sydney, NSW  
Dave Noble, Keiraville

#### **Barbados**

Alison Mayers, St. Michael

#### **Canada**

Jeanette, DeRosario, Edmonton, AB  
Jennie Grobb, Winnipeg, MB

#### **China**

Wilson Wang, Beijing

#### **Egypt**

Hisham Fahmy, Cairo

#### **France**

Pascal Dubois, Voisins le Bretonneux  
Alexis Kummetat, Paris

#### **Ireland**

Dee Hennessy, Kilkenny

#### **India**

Saparna Jain, Bangalore  
Mohammad Afzal Siddiqui, New Delhi

#### **Jamaica**

Craig Barham, Kingston  
Joy Ann Bramwell, Kingston  
Ruby Brown, Kingston 6  
C. Andrea Bruce, Kingston 6  
Marlene Campbell, Kingston 6  
Samanthi de Mel, Kingston  
Tricia Dehaney, Kingston 6  
Lesley-Ann Dixon Ennevor, St Andrew  
Shawnette Douglas-Henry, Kingston  
Dawn Ebanks, Kingston  
Jean Forbes, Kingston  
Rochelle Gayle, Kingston  
Natasha Gordon-Miller, Kingston 6  
Ayisha Green Martin, Kingston  
Naomi Jackson Forrester, Kingston  
Sandra Lawrence, Kingston  
Bobsie Levy, Kingston  
Uchenna Nwude, Kingston  
Lloyd Pascoe, Kingston  
Reckonel Simpson, Kingston  
Georgia Sinclair, Kingston 6  
Ann-Marie Smith, Kingston  
Sharda Spence, Kingston  
Ava Whyte, Kingston

#### **Russia**

Maria Hovoumyan, Moscow

#### **United Kingdom**

Sarah Jones, Cardiff  
Lee Rose, Prescot

#### **USA**

Karen Lynch, Fairfield, CT  
Corky McReynolds, Rhineland, WI