



# The Global Flipchart

DEC 2008 - JAN 2009

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## Member of the Month December 2008

### **GFC: Where is Gisborne, Sheryl?**

Gisborne is on the sunny East Coast of the North Island of New Zealand - the first city in the world to see the sunrise each day.

### **GFC: How long have you been a member of IAF?**

I joined the IAF about a year ago, prior to attending a great IAF conference in Portland Oregon. Since then I have attended and facilitated concurrent sessions at IAF conferences in Johannesburg and Kuching, joined the ANZ region leadership group and travelled the CPF journey. The latter was a wonderful opportunity to reflect on my facilitation practice. It was particularly valuable to have to demonstrate the IAF competencies purely on the facilitation component of my work.

### **GFC: Tell us a little about the organization you work for.**

Pivotal Professional and Business Services: based in the Gisborne CBD, Pivotal provides a range of consulting, facilitation, mediation, mentoring and project management services. At Pivotal we pride ourselves on working alongside clients to support them to turn their aspirations into action.

- Pivotal Bridge to Action giving you the tools to achieve:**
- | alignment of vision, strategy, people and performance
  - | concepts to plans – plans to performance
  - | disputes to resolution

Pivotal is currently expanding its client base within New Zealand and is positioning itself to extend its services into the global marketplace.

### **GFC: What is your job within the organization?**

I established Pivotal's predecessor, Total Corporate Support in 2000, expanding and rebranding as Pivotal Professional &



**Sheryl Smail,  
Gisborne,  
New Zealand**



Business Services in 2005. We have a small team with shared and complementary skills; I am the managing director and principal consultant.

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

- Facilitating is my passion and I use facilitation skills throughout my work:
- Facilitating planning – strategic, community, business and project
- Functioning as the independent facilitator for groups needing to come to consensus decisions about an endless diversity of matters
- Consultation processes with communities and other stakeholder groups
- Mentoring; to date mainly chief executives, managers, and business owners, however I'm looking forward to participating in the new ANZ IAF mentoring pilot that I've been working on with other members of the ANZ regional leadership group
- Combining facilitation and adult education skills, particularly when working with boards of directors and trustees to develop governance skills and to improve governance structures and processes
- Combining facilitation and consulting skills when working with clients to increase the likelihood of the consulting assignment resulting in increased capability within the client organisation
- During mediation of disputes

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

A strategic planning day for a civil engineering company; their usual facilitator had double booked. The CEO couldn't brief me until 2 days prior to the event and I was out of town on the intervening day – no pressure! Their website gave me their history and services; the CEO and the Chair separately briefed me on issues and expectations. The planning happened in airport lounges, mid-air and at home.

On the day, task one was establishing sufficient credibility and trust for people to hand process responsibility to me. Next, after getting agreement on the purpose and expected outcomes for the day, I used a 'Head, Heart, Hands' methodology, that I have adapted over the years, to establish a 'baseline' for the day's planning. Each participant individually ranked (with post-its on pre-prepared flipcharts) 'governance'; 'senior management'; and 'organisational capability overall' in terms of: 'required knowledge'; 'skills, systems and processes to act'; and 'commitment'. This resulted in 3 very 'real' snapshots that provided a catalyst for raising and debating strategic issues.

With the visioning process, I encouraged written expression of individual thought before collective 'posting', review, explanation, advocacy and consensus building; then split in to groups to determine key strategies for achieving their vision. After presenting each group's perspective, participants quickly agreed the key strategies they wanted to progress and used a Balanced Scorecard framework to identify the key implications of adopting these strategies. The next steps were agreed and people closed expressing surprise and satisfaction with the quality of their work. A very satisfying day for me too.

**GFC: What intrigues you about your work?**

I find the diversity of interpretations and perspectives that people bring to any group process fascinating. It has given me increasing confidence over the years to trust the wisdom of the group and helped overcome my natural instinct to 'over-control'.

**GFC: If you could share one thing you've learned with other facilitators around the world, what would it be?**

Be prepared; then be prepared to forget it!

**GFC: What do I mean by that?**

Definitely prepare as thoroughly as you can for any session you facilitate. However, accept the reality of facilitating group activities; it is virtually impossible to predict 100% successfully where a group will go during a session. Be willing to discard your planned approach in order to meet the group's objectives. For me it means remaining very clear about what the client/s need/s to achieve and thinking widely about the alternative ways in which you might facilitate achieving their objectives before deciding your approach. Then, whether it is group dynamics or issues arising, about which no one briefed you etc. etc., being prepared to put your carefully prepared plan to one side. Ideally use some of your alternate strategies, however, you may just have to 'take 5' to rethink. Involve the group in this process, if that seems appropriate.

**GFC: Thank you, Sheryl! The IAF values your membership!**

## Member of the Month January 2009

**GFC: How long have you been a member of IAF, Jawad?**

2 years.

**GFC: Tell us about the organization you work for?**

Turning Point Training & Assessment Systems Pvt Ltd. We are an HR consulting organisation with expertise in Psychometric testing and providing solutions to clients on performance management, Training and development, recruitment etc...

**GFC: What is your job within the organization?**

I am the Training Manager/ and a Senior Consultant. My work involves consulting with clients on people challenges and in building solutions we deploy different psychometric instruments/tools... some behaviour tools, some Values related tools and some dealing with thinking patterns of people.

**GFC: How do you use facilitation in your line of work?**

In my workshops on behaviours, based on the DISC theory, I deploy facilitation methods. The DISC theory is a popular theory based on Dr. William Moulton Marston's work in 1928. Although, the theory given by Dr. Marston is known as "the Emotions of Normal People" it is popularly known in HR circles as the DISC theory. Primarily because, according to Dr. Marston, all individuals have 4 behaviours namely Dominance, Influence, Steadiness, Compliance (DISC) but the intensity of each behaviour is very different from one individual to another.... making people unique and different from each other. Based on the same principle, we deploy divergence tools such as "Brainstorming" to leverage on the uniqueness of each individual.

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

**Jawad Ahmed,  
Bangalore, India**



In a recent teach back on Behavioural Interviewing, I deployed a very simple technique to introduce the concept of "structure in Interviews". I got them to capture their views on a Post-it note on the importance of structure and share it with the person next to them and check for similarity in views. And capture that information on the flip chart when the views were similar.

**GFC: If you could share one thing you've learned with other facilitators around the world, what would it be?**

Facilitating the dissemination of knowledge is a very powerful way to grow as individuals and is demonstrated by many successful facilitators across the conferences I have been to and around the world.

**GFC: Thank you, Jawad. The IAF values your membership.**

## Report from the 2008 Australasian Facilitators Network (AFN)/IAF Conference



### Pushing the Boundaries: Facilitation Frontiers

**Charles Sturt University, Bathurst, New South Wales, Australia**

*There are no boundaries - only possibilities.*  
(Sakyong Mipham)

**Imagine** participating in a conference which:

invites exploration of possibilities for facilitation beyond our current perceived boundaries

models practical action for a planet conscious, people friendly event; and

connects conference participants with the community around them.

The above aspirations set the tone and themes for the just completed ANZ AFN/IAF 11<sup>th</sup> annual conference – at Bathurst NSW AUSTRALIA – 26<sup>th</sup>-28<sup>th</sup> November 2008.

**Here's a report on the conference** - with insights along some major dimensions...

#### Structure and participants

\* Mainly drawn from the ANZ region – with however some International participants from

Germany, Dubai, Saudi Arabia, the Philippines – for an intimate conference of some 125 people.

\* The structure provided a rich choice of multiple sessions graded according to experience levels – with a total of some 8 concurrent sessions (with 4 streams per concurrent) plus spur of the moments, repeats, birds of a feather – as well as opening/closing plenaries – over 3 days.

\* Conference was in a rural setting (Bathurst) with a strong tradition of meeting and breaking through boundaries – societal and geographic

(see URL's for stories [Conference Theme: Local Stories](#))... Where possible the conference emphasized a green approach with minimal footprint – eg using local produce at the conference, purchasing carbon credits to offset travel to the conference,...

Charles Sturt University was the venue – with absolutely fantastic sponsorship by that institution – and provided that unique ambiance that a place of learning brings to such a conference – in a rural open natural setting.

\* The IAF Regional rep. Tom Schwarz provided a formal welcome as part of the conference opening plenary.

There was also an IAF members networking breakfast – to promote connection and to hear about the new ANZ Regional initiatives in Mentoring and Outreach in it..

The IAF had a booth/stand that showcased a rolling PPT projection of some of the 2008 IAF conferences – USA/ Atlanta; South Africa/Jo'berg, Asia/Kuching and was manned by the ANZ IAF Regional Leadership for discussions with interest participants at the breaks.

#### Heart and Soul – Community

\* The conference was formally opened by an Indigenous local Auntie with acknowledgement of country – and closed by handover to NZ team with greetings in the Maori (indigenous) language of New Zealand.

\* There was significant local community engagement/ outreach – covering Scholarships, Regional engagement evening and show, Bush-dancing, Auction of conference cartoonist capture and **proceeds back to local community** (see attached cartoons – generated live and donated by our local Simon Kneebone – may be used with attribution).

\* Attention to and care for the health and wellbeing of the participants was a priority – with massages, local tours of interest, coupons for real coffee, a focus on healthy food, transport buses for the physically challenged,...

\* Creative and generative with an extraordinary high degree of inclusion and acknowledgement of all diversities was the universal experience, over all backgrounds, with open and generous sharing, continuous interactivity and reflection, which enabled challenging of personal boundaries in a supportive framework.

**Achievements**

- The CPF event was run with 6x candidates – some were international, and ALL succeeded. The event PM Nadine Bell had to design a new process to cater for this smaller slate – involving local volunteers to participate in the demo role plays. The ANZ IAF team thanks the IAF for their manpower and financial support in enabling this event to proceed. We now have some 20 IAF CPF's in the ANZ region.

**Journey**

\* The conference honoured in reflection the past 10 AFN conferences as the platform for the current – ‘Facilitation Frontiers’ theme – Bathurst being a former frontier challenge to the survival of the earlier settlers.

\* At the opening plenary groups were self-formed on the basis of diversity – geographic, experience, journey to ‘be here’ – and these groups then named themselves (see Simon’s cartoon captures). These groups then formed the basis of ongoing group reflections and sharing over the conference journey.

\* Sessions were highly experiential – a hallmark of

the AFN ethos and approach.

\* An external organisation was used for event feedback at the concluding plenary using most ‘the significant change story’ sharing approach with public reflections back to the event organisers via action skits from participants self-grouped per new/intermediate/advanced (in facilitation) Eg –

>> One ‘new comer’ – spent 3x days on a classic personal ‘Hero’s Journey’... and concluded only at the final hour that indeed the profession was ‘her calling’.

>> Another related how her mentor, busy in the midst of setting up a session – had taken time out to listen to her , asking her seminal questions that caused her to reflect deeply – and enabled her to resolve her self-image issue and to move forward on the next stage of her facilitation journey.

*Submitted by Dr. Tom Schwarz, IAF Certified Professional Facilitator and Assessor, IAF ANZ Regional Representative*



## Asia News - India (Bangalore) Facilitator's Network Formed

On 20 December 2008, nine consultants engaged in human and organisation development work in India met at the Monarch Luxur Hotel in Bangalore. The session was organised by IAF India Country representative Mr. Jawad Ahmed (see the Member of Month article about Jawad that appears earlier in this newsletter) and sponsored by the Facilitators Network Singapore (FNS) as part of its regional facilitation capability development objective.

The participants - all whom have many years of experience in the field - were enthusiastic and participated in the session facilitated by Ms. Janice Lua and Mr. Prabu Naidu from FNS. The agenda included a briefing on the International Association of Facilitators (IAF) and the IAF Certified Professional Facilitator (CPF) process. The group then went on to deliberate on the differences between training, consulting, coaching, group process facilitation, and facilitative training. Some divergence and convergence tools used in group process facilitation were experienced. Finally, the group evolved a first cut plan to bring group process facilitation into India via Bangalore.

Jawad, in appreciating the support he received from the participants and those who could not be present, said:

*"Your continuing mails, calls, SMSes and offers on the road ahead for the network also is very reassuring and provides me a lot of confidence about the future of the network. I will very soon mail you on the next meeting that is being planned after the Christmas and New Year break"*

Change is occurring rapidly in India and group process facilitation will have a big part in

making those changes acceptable by the impacted parties. The time has come for this group to forge forward to support the forthcoming changes. With this take-off; let us look forward to seeing Bangalore leading the way for India to become the facilitation hub in South Asia.

Submitted by  
Prabu Naidu, IAF  
Certified  
Professional  
Facilitator, Asia  
Regional IAF  
Representative  
2005-2009



## IAF Conducts Tour in Eastern Canada

The IAF Canada Tour 2008 touched down in Halifax, Ottawa, and Kitchener for a series of two-day workshops in November. The workshops were led by Dorothy Strachan, a well-known and highly-respected author and facilitator based in Ottawa, and Sandy Schuman, the editor of IAF's various professional practice anthologies, who lives in Albany, New York. From IAF's perspective, the Tour had five main purposes:

- To bring a high-quality professional development event to local IAF members and the wider facilitation communities across eastern Canada;
- To support local networking among the facilitators in the locales where the individual events were held;
- To promote membership in IAF and to raise the profile of the Association;
- To promote registration in the 2009 IAF North America Conference; and,
- To test the feasibility of conducting further local programming in other parts of the country.

The Tour succeeded on all counts. We learned that much more effort must be put into both general and local promotion. For that, we need a coordinating volunteer and committed team in each host city. The Tour management firm, Golden Planners of Ottawa, produced an attractive and easy-to-use web site and handled registrations and the multitude of other

logistical details around the workshops very well. The smooth on-site running of the workshops was greatly assisted by our local hosts - Taralee Hammond in Halifax, Ruth Gmehlin in Ottawa, and Mary Shields in Kitchener.

We would like to take the Tour to western Canada in the fall of 2009. If you are a member in one of the Prairie Provinces or British Columbia, and would like to become involved in organizing and promoting the Tour, please let me know (613-725-2280, or [jbutter@magma.ca](mailto:jbutter@magma.ca)). We cannot go forward without your active support!

In closing, I would like to extend thanks to Terry Palmer at Wiley Canada for providing the two books used in the workshops - Dorothy's *Making Questions Work* and Sandy's *IAF Handbook of Group Facilitation* - at such generous discounts. And, most importantly, I would like to thank

Dorothy and Sandy themselves for the many hours they contributed, not only in presenting the actual workshops, but also in providing ideas for the structure of the Tour and material for use on the web site. Without their generosity and commitment, the Tour would not have taken place and would not have been such a success.

Submitted by John Butcher, IAF Canadian Representative



## News from the Professional Development front...

### Where We Have Been in 2008

What a great year we had in 2008! We continue to add to the members who are now [IAF Certified™ Professional Facilitators](#).

2008 has been an exciting year for the certification program. We have held 8 events across the globe, and have added an additional 101 CPFs! Congratulations to all of our new IAF CPFs! Here are just a couple of the milestones achieved in 2008:

- **Johannesburg, South Africa:** first certification event held in Africa
- **Atlanta, Georgia, USA:** largest number of candidates (45) to attend a certification event to-date
- **Groningen, The Netherlands:** first time a certification event was held in two languages (Dutch and English) in conjunction with a regional conference

**Bathurst, New South Wales:** successfully tested a new scheduling model that we hope to use in emerging regions (such as Latin America) in the years to come

Here is a breakdown of the 2008 events:

Location	Date of Event	Total # of Candidates	Total Pass
The Netherlands	Feb 14	6	5
Atlanta, GA, USA	April 7 & 8	45	40
Johannesburg, South Africa	July 21 & 22	5	4
Ottawa, Canada	August 11 &	18	16
Sarawak, Malaysia	August 25 &	17	16
Groningen, The Netherlands	Sept. 30 & Oct. 1	6 (English) 4 (Dutch)	5 (English) 4 (Dutch)
Bathurst, New South Wales	Nov. 24 &	6	6
Geneva, Switzerland	Dec. 1	6	5

These global certification events could not take place without the countless hours of reading, preparing for and documenting the outcomes of these events by the assessors and process managers. A big thank

you to everyone that continues to make the [IAF Certified™ Professional Facilitators](#) program a success. Also, a special thank you to Lindsay Wilson, our Director of Certification Operations (DCO), who continues to give countless hours to make each event a success!

**Special Announcement: Vancouver Certification Event 2009:**

Now for a quick look forward to one of our 2009 Certification Events. As you can imagine, the planning for 2009 began many months ago. I have received many calls and emails over the last year from potential candidates asking when a certification event would be held on the west coast of North America. Well, the time is fast approaching for just such an event.

On April 24 & 25, there will be a certification event following the IAF North America 2009 Conference being held in Vancouver, British Columbia. For those interested in attending this event, there is still some availability. Here are some of the key dates to remember:

- **Application Part I deadline: January 24, 2009** (Application Part I and application fee due by this date)
- **Remaining documentation due: February 17, 2009** (Application Part II and III)
- **Invitations to Stage 2 extended: March 24, 2009** (Remaining assessment fee due for candidates invited to Stage 2)
- **Stage 2 Assessment Days: April 24 – 25 2009** (Candidates attend only one of the two scheduled days.)

As you can see 2008 was another great year and I am already looking forward to 2009!

Look for more information about 2009 certification events in the February Global Flipchart and on the website [www.iaf-world.org](http://www.iaf-world.org) (from the menu bar on the home page, click on **Certification**).

If you should have any questions about Professional Development please contact Michael Spivey at [prof.dev@iaf-world.org](mailto:prof.dev@iaf-world.org) or Lindsay Wilson, Director of Certification Operations at



## News from the IAF Board of Directors

An IAF Board meeting conference call was held in November. Among the issues covered were the 2009 budget and strategic priorities, affiliations (the Board approved affiliation agreements with the Serbian Facilitators Network and with IAF Germany – The German Association of Facilitators), and a range of operational issues confronting the Board collectively, and its members individually, around workload and organizational support. The Board agreed to increase its meeting schedule from quarterly to bi-monthly, beginning in April 2009, to adjust for the increasing demands. The Board also welcomed its newest member, Martin Gilbraith, who is based in Manchester, England, and who has recently signed on as Europe Regional Representative.

## Facilitation Library

### **Achieving Results Fast – Facilitation for Your Business**

By David L. Johnson, Jr. and Colleen Baker  
2008

In the fast-paced world of business, we are asked to do more – quicker. Facilitation is the proven process of guiding others in ACHIEVING their desired RESULTS - FAST. Use of facilitation in business empowers both the leaders and professionals to fully participate in the development of goals and objectives. The Facilitation Process presented in this book provides the step-by-step approach that anyone can use. Guidance is provided for contracting, planning and execution of any facilitated session. Features include: 1) Facilitation Process Flow, 2) Techniques with instructions, 3) Case studies of what really happens, 4) Agenda examples and 5) Deliverable examples.

**Achieving Results Fast – Facilitation for Your Business** was co-authored by IAF members David Johnson and Colleen Baker of Facilitating Change company based in Houston, Texas, USA. Though the focus of their book is for business, everything in the book can be used in any situation. This 500-page book covers contracting, planning and execution of various categories of sessions (from simple meetings to strategic planning to team building). There are over 40 techniques with detailed instructions and cases studies we have lived through.

To learn more about the book, please go to David and Colleen's company website at [www.achievingresultsfast.com](http://www.achievingresultsfast.com).

Publisher: BookSurge Publishing.

## Method of the Month Intentional Conversation

The Method of the Month is a monthly feature of the Global FlipChart. Each month a method will be highlighted and links will be made to relevant sites.

### **Intent:**

*Participants share stories about change using pictures as metaphors of experience in the past, present and future. They then create a collective picture of the individual ones.*

### **Procedures:**

*Start the session with a short teaching on the difference between change and transition based on William Bridges work. This was followed with an open discussion about the situation using a simplified dialogue technique I call "intentional conversation."*

*Note: You will need an oversize poster boards 3 per team Pictures from National Geographic or other sources that have a wide variety of situations in change or may be used as metaphors of change.*

*If you have more money than time David Horth and Charles Paulus from the Center for Creative Leadership have created a wonderful set of careful selected color images to use for exercises like this. The set is called "Visual Explorer, Picturing Approaches to Complex Challenges."*

### *The exercises:*

*1. Ask the participants to use a pile of photos cut out of National Geographic magazines and other magazines containing similar strong metaphoric images. Ask them to find a picture that represents their personal story about the way they experienced their work in the past.*

*2. Find another picture that represents the way work is now.*

*3. Find a third picture that represents your dream of the way this work will be in the future.*

*4. Sitting in a circle each staff person held up their picture of the past and told their story about how they saw things then.*

*5. We debriefed that for commonalities and differences. There was a common collective story.*

*6. We discussed loss and grieving and how different people experience it differently and how different folks need different kinds of support from each other.*

*7. They then told their stories about the present.*

*8. Debriefed that.*

*9. Same for the future.*

*10. They then organized themselves into three teams and glued color copies of their individually selected images into collective collages onto oversized poster boards - one for past, one for present and one for future.*

*11. They hung the three up and then we discussed what they represented about the team as individuals and as a collective.*

*12. After the event they mounted the three poster boards in their staff lounge area to remind themselves of who they are and where they are going.*

*Note: Their supervisor informed me that there was notable positive change in the morale and productivity of the group in the months following the retreat.*

### **References:**

This was shared by Newell Eaton Facilitating Intentional Change 205 Lancaster St. Albany, NY 518.669.3136  
[Neaton1@nycap.rr.com](mailto:Neaton1@nycap.rr.com) on the Shared on the GRP-FACL Listserve at <http://www.albany.edu/cpr/qf>

**Do you have a method you would like to share with readers of the IAF Global FlipChart? If so please send a description of the method to [editor@iaf-methods.org](mailto:editor@iaf-methods.org)**

The IAF Methods Database is run as an independent organization under agreement between the IAF and the IAF Methods Database. If you have any questions about the Database, please contact [editor@iaf-methods.org](mailto:editor@iaf-methods.org)

## Upcoming IAF Events

### Conferences

**20 - 23 April 2009** - North America  
Vancouver, BC, Canada

### Certification Events

**24 - 25 April 2009** - North America  
Vancouver, BC, Canada

**21 - 22 May 2009** - North America  
Little Rock, Arkansas

**16 - 17 October 2009** - North America  
Kennesaw, Georgia

**23 - 24 November 2009** - New Zealand  
Nelson, New Zealand

**Congratulations to our latest CPF's**

**Certified 25 November 2008 in Australia**

Abdullah F. Al-Balawi, CPF – Jubail Industrial City, Saudi Arabia

Bassam Barakat, CPF – Dubai, United Arab Emirates

Rowena Finnane, CPF – Bathhurst, Australia

Kingsley Nowell, CPF - Bardwell Park Australia

Dean Phelan, CPF – Sassafras, Australia

Sheryl Smail, CPF – Gisborne, New Zealand

**Certified 1 December 2008 in Switzerland**

Elisabeth Crudgington, CPF – Gland, Switzerland

Luciana Niven, CPF – Preveessin, France

Gillian Martin Mehers, CPF – Gland, Switzerland

Liliana Mircescu, CPF – Bellevue, Switzerland

Mirjami Sipponen-Damonte, CPF – Espoo, Finland

Welcoming our newest  
**Sustaining Member**

**Dr. Ellen-Marie Forsberg**  
Fredrikstad, Norway

## Welcome to New Members!

We extend a warm welcome to our colleagues from around the world who joined or returned to IAF from November 11th through January 7th. (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 70 countries: 1451±

#### Australia

Gregory Williams, Dural, NSW  
Leighton Jay, Perth, WA

#### Canada

Chris Freeman, Winnipeg, MB  
Darlene Redenbach, North Vancouver, BC  
Diana Chan, North Vancouver, BC  
Faye White, Bowen Island, BC  
Jeremy Pearson, Tiverton, ON  
Joanne Nakonechny, Vancouver, BC  
Joy Shears, Amherst, NS  
Laurie Nadler, Regina, SK  
Lillian Whitmore, Burnaby, BC  
Lorna Sandberg, Regina, SK  
Mary Quartarone, Toronto, ON  
Michelle Forman, Regina, SK  
Mike Hill, Halifax, NS  
Raphael Amato, Ottawa, ON  
Sarah Cunningham, Prince George, BC  
Tricia Wilkerson, Stratford, ON

#### China

Jie Liu, Kunshan

#### Columbia

Carlos Quiroga, Bogota

#### Germany

Guido Neuland, Eichenzell

#### Japan

Teppeki Akeda, Shinjuku

#### Kuwait

Hamza Taqi, Salmiya

#### The Netherlands

Jose Gieskes

#### Nepal

Shalik Ram Giri, Kathmandu  
Tatwa Timsina, Kathmandu

#### New Zealand

Tina Woods, Auckland

#### South Africa

Caroline Passmore, Johannesburg

#### Sweden

Monica Bowen-Schrire, Segeltorp  
Pia-Maria Thoren, Mölndal

#### Togo

Kofi Kumodzi-Dzevi, Quartier des  
Etoiles Lome

#### United Kingdom

Clive Griffiths, Logn Bucky  
Northampton  
Hester Abrams, London

Jose Franca, London  
Lynn Powell, Hemingford Grey,  
Huntingdon, Cambs  
SC Whalley, Todmorden, Lancashire  
Sue Carter, Newton Abbot, Devon

#### United States

Arlene Way, Albany, NY  
Bruce Rector, New York, NY  
Dan Arens, Newburgh, IN  
Jane Decolvenaere, Edison, NJ  
John Langford, San Antonio, TX  
Laura Good, Park Ridge, IL  
Mary Gorman, Greenville, SC  
Meghan Hamilton, Potomac Falls, VA  
Niki Knox, Atlanta, GA  
Pat Merritt, Atlanta, GA  
Steven Baker, Berkley, MI  
Susan Peacock, Atlanta, GA  
Terri Harmon, Frisco, TX  
Valerie Hunter, Portland, OR