



The Global Flipchart

FEBRUARY 2009

INSIDE THIS ISSUE:

2008 IAF Conference Attendance	2
Excerpts from IAF Chair	3
Facilitation Forum	3
Facilitating to a Diverse Audience	4
Method of the Month	5
Facilitation Library	5
Upcoming Events	6
New Members	7

International Association of Facilitators
14984 Glazier Ave,
Suite 550
St. Paul, MN 55124
office@iaf-world.org
+ 1 800 281 9984
(toll free, US & Canada)
+1 952 891 3541
Fax +1 952 891 1800

Gary Rush
Chair
iafchair@iaf-world.org

The Global Flipchart is IAF's monthly newsletter
Jim Troxel, Editor
globalfipchart@iaf-world.org

Member of the Month February 2009

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

I first became a member about 3 years ago, although I've attended about 5 or 6 European conferences since my first in London in 1997. Last October at the Groningen conference I gained my CPF accreditation and also joined the IAF Board, as one of a team of three (with Rosemary Cairns and Gary Purser) succeeding Jim Campbell as European representative.

GFC: Tell us a little about the organization you work for?

I work with ICA:UK (the Institute of Cultural Affairs, in Britain). We are a charity and social enterprise, and work nationally and internationally to develop capacity for participation and partnership, through facilitation, training and consulting. Our approach enables people to actively create and participate in the changes that affect them - in their own lives, in their groups, teams and organisations, and in their communities and societies. We specialise in the Technology of Participation (ToP), the methodology developed by ICA in its 40+ years of working with people, communities and organisations in the UK and worldwide. In our tailored facilitation work, however, we use a range of methodologies and approaches.

GFC: What is your job within the organization?

We have just 4 staff, but about 50 volunteers and freelance Associates work with us as well. I am 'Director of UK Programmes and Organisational Development', which means that I manage our UK programme of facilitation, training and consulting, focused on participation and partnership within local public services in the North West of England; and also I support the Board, and manage the finances and the other office staff. In the Manchester office with me are our Administrator and Youth Participation Programme Co-ordinator, and based in London IAF member Jonathan Dudding is



Martin Gilbraith
Manchester, in the
North West of
England



our Director of International Programmes.

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

We all use facilitation within ICA:UK all the time, it's just how we do things! Facilitation is also the basis of the service that we provide to our clients, so it is central to everything I do for them as well. I design and facilitate participatory events and processes for our clients, and deliver ToP courses to train others in our facilitation approach. I work on my own and also, whenever I can, with our Associates. As well as delivering work myself I also sub-contract as much as I can to our Associates in order to have time to grow the business.

GFC: Share a recent facilitation experience.

I have done a lot of work in recent years with multi-sector partnerships in Wigan, one of the 10 local authority areas of Greater Manchester. This has included a number of away days for particular partnerships to review and plan their work together, but also some longer and more complex projects. An interesting one of these was 'Getting Ready For Wigan Link', in late 2007. A Link (Local Involvement Network) is a new mechanism introduced nationally for public and patient participation in health and social care services. Our task was to train and support a local team of facilitators to consult with a wide variety of local stakeholder groups across the borough on how they would like to

see this new structure tailored to local needs and aspirations. ICA:UK Associate and IAF member Marilyn Doyle worked with me to develop a programme combining the ToP Focused Conversation and Consensus Workshop methods with principles of participatory research drawn from Participatory Appraisal. A total of 227 stakeholders were consulted through 10 parallel consultations, and 63 workshop titles were woven together into a clear and simple nine key vision elements. These then served as the basis of the terms of reference for the appointment of a 'host organisation' in the middle of last year. We'll be working with Links again in a few weeks from now, helping to prepare the staff of host organisations in Wigan and half a dozen other local authority areas for the process of establishing the Links themselves - so I look forward to seeing people again and learning how things have gone for Wigan, and how that compares with other areas. A brief case study of this project is available to download from the ICA:UK website at <http://www.ica-uk.org.uk/facilitation/clients.htm>.

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

A skilled and experienced facilitator can sometimes add enormous value to a group's process by just showing up and facilitating on the day, but where a facilitator can add greatest value is in the contracting, design and preparation of a process that enables him or her on the day to 'not just do something, but stand there' (to paraphrase Sandra Janoff at IAF's 2007 conference in Edinburgh).

GFC: Thank you, Martin. The IAF values your membership!

NEARLY 1000 ATTEND IAF CONFERENCES WORLD-WIDE IN 2008 A TRIBUTE TO MEMBER VOLUNTEERS

By Ann Epps



Ann Epps of Malaysia has served as the IAF Conference Strategic Initiative Coordinator for the past three years and we thank her for her work. Now

Carol Sheriff of the UK will take over this responsibility, until 2011. Ann and Carol together have produced "IAF Conference Essential Elements", drawn from a variety of sources, to aid the many volunteers who work so hard to organize IAF conferences. Ann shared some thoughts as she stepped down Jan. 1, 2009.

The IAF conferences have become one of the most important vehicles for elevating the art and practice of facilitation globally. The 2008 Atlanta, Johannesburg, Sarawak, the Netherlands and Australian committees did outstanding jobs.

More than 980 participants attended the five conferences from more than 20 countries in four events and five countries at the fifth. All five conferences hosted IAF CPF certification events with record numbers of candidates in North America and Asia and the first - ever CPF event in Africa with a total of almost 70 new IAF CPF's.

Amazingly, these splendid conferences are largely organized by volunteers. The bulk of the program, promotion, sponsorship, workshop facilitator selection, and logistics personnel are volunteers who spend untold hours - sometimes over a two - year period - to organize each conference with little or no budget at the outset.

Excerpts from IAF Chair, Gary Rush, letter to the Membership of January 20, 2009

... With our budget and business plan approved, we are moving ahead in promoting the value of the profession of Facilitation and the IAF. We have a lot of ambitious plans ahead to continue growing and continue molding our profession. With our new Chapter model (chapters, as opposed to affiliates, are subsets of the IAF that are formed at a local level – e.g., city, state or province, region, or country), we have newly formed IAF Chapters in Germany, Ireland, India, and in the US – welcome. All members of a Chapter are members of the IAF. We are going to continue promoting Chapters so that we not only grow membership but also, more importantly, bring the IAF closer to you. These local chapters can meet more often and it enables you to become more involved at a local level. We encourage you to invite your colleagues to join the IAF. *(Like Facebook, LinkedIn, and other networking websites, we grow when those already networked bring in new members.)*

Get involved – we need new ideas to keep our association vibrant and successful. We are working on the restructuring effort and need your input and will be coming to you in the next couple of months with resolutions to vote on regarding our future structures. Please be on the lookout for these and please vote. Our association depends on your involvement and one of the most important components of involvement is to vote. Look for an email asking for a vote on the by-laws before the conference in Vancouver in April.

We are also moving ahead to redo our website. We are looking to make our global website a global portal for all of the regions. We want to make it more useful to you and easier to navigate. Let us know what you would like to see on the IAF Website.

In addition, we have a critical Board position vacant – the *Communications Strategic Initiative (SI) Director*.

Working on the Board is very rewarding. This is an opportunity to promote the Facilitation profession, network with exciting and creative people, and influence the direction of our association. If you are interested or know of someone who is, please contact me or any other Board Member. We are looking to fill this position as soon as we readily can...

... Join our IAF Forum, get your colleagues to join, and participate (www.iaf-forum.org). We encourage and welcome your participation. I look forward to seeing each of you at our conferences. Thank you.

Ciao,



Gary Rush, IAF Chair

“Being a member and being involved with the IAF has enhanced my business and my life – my bottom line.”

The IAF Group Facilitation Forum is Worth a Visit (Now)

After a bumpy opening phase of the IAF Group Facilitation Forum, nearly all of the technical bugs have been worked out and the traffic on the Forum has increased in recent days. If you haven't visited the IAF Forum (or did so once and got frustrated), it is time to give it a try (once again).

Click on <http://www.iaf-forum.org/> and see for yourself. Two recent discussion threads include the issue of “re-certification” of the CPFs and contributions to the history and bibliography of the association. Join and contribute. Also, for you “old-timers”, there is a link to the enable one to access the “Grp-Facl listserv” archives and its resources.

I admit it takes some getting used to but I visit it more frequently now and I think once you get the hang of it, you will want to as well.

Ed.

Facilitating to a Diverse Audience

Sherrilene M. Collymore



Sherrilene is the Founder of the **Human Quality Headquarters** or **hq2**, an organisation developed to advance the cause of Excellence and Personal responsibility in work life. Passionate about entrepreneurship and the advancement of a culture of excellence worldwide, she presently heads educational initiatives on entrepreneurship, empowerment and cultural development from her home base in Barbados and actively participates in international partnership activities in **Human Capital Development**, a branch area of sustainable development.

Many years of working actively in the international community have sharpened my skills in communicating across diverse audiences. Today's facilitator, in recognising the size of the world literally shrinking before us, will definitely be faced with groups of persons whose interests should be met if they are to be considered successful in their facilitating of knowledge role.

Here are some tips to make sure you achieve this success on every occasion:

1. The ideal case is to get a profile of your audience beforehand so that you can prepare your material appropriately. In any case, try to use leading edge topics to ensure that everyone will learn something new.
2. Engage in flexibility. This means that you immediately release yourself to think about and proactively respond to the interests of the various profiles you have identified.
3. Engage diverse groups in discussion. Do your best to include a variety of viewpoints in discussion,

but it will be important to use ground rules such as "constructive contributions only," "one person at a time," etc., since protocol may be different for diverse persons.

4. Try to bring your own experiences into the conversation. It not only helps to keep discussion going, it demonstrates your truth for the topic that you are facilitating, whatever it is.
5. The best result is when people do not feel exempted. Try to include everyone in the discussion, even if you have to individually approach and invite a comment or experience.
6. Some fundamentals that will apply in any setting include:

Pace & proper language – use proper English (although colloquialism for expression is sometimes appropriate and even entertaining and engaging)

Expect differences of opinion, but let your ground rules carry you and never forget that you as facilitator 'own' the room at any time, so you can 'moderate' as is needed
Keep eyes on the time, in

respect of your participants and certainly to leave topics for a future session

Make sure you have a minimum set of topics – not everything under the sun – and ensure these are covered

7. Make opportunities for people to keep in touch after the session
8. Take suggestions on the spot for improvements in your performance/presentation

There are tremendous benefits to be gained from seeing diversity as an opportunity to enrich the experiential learning of your audience. Engage the opportunity enthusiastically!

Method of the Month Pick an Animal

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. This month we have selected a closing that creates closure and gives participants a symbol of the workshop and their participation in it.

Title: Pick an Animal

Intent: This is a way of closing a workshop while leaving each person with a symbol of the work.

Procedures:

Setting and Materials

Acquire ahead of time small statues of animals - lions, eagles, horses, etc. Try to have one type of animal per person and a few more than enough for everyone.

Steps:

1. Have the animals in a bag so that the participants cannot see them.
2. Say, " We are going to end the program now and would like to do that by giving each of you a gift. These gifts are animals. These are special animals because you don't select them they select you. So I would like you to put your hand into the bag and take the animal that selects you."
3. Have each participant select without seeing them one of the animals.
4. When each person has selected their animal, ask each person to show their animal and say why they think the animal selected them.

5. When everyone has said this, say that these animals are reminders of what has been accomplished in the workshop.

References: We don't have a source for this method. If anyone has an idea who created it please let us know.

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

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

Facilitation Library

Great Meetings! Great Results By Dee Kelsey and Pam Plumb

is classic facilitation text by Dee Kelsey and Pam Plumb with a focus on planning for, designing and facilitating meetings. It has a useful tool kit with guidance for selecting the appropriate tool or technique and includes chapters on managing conflict, intervening in difficult situations and graphics. This practical guide is a useful text for professional facilitators and beginners alike. It is a resource you can go back to repeatedly for meeting design ideas or suggestions on dealing with difficult situations. Facilitation professionals recommend and use *Great Meetings! Great Results* as a valued text in their courses and / or with their clients. You can check it out at www.greatmeetingsinc.com.

"This is the book I turn to first when I am looking for approaches to a meeting." Zena Zumeta, Mediator, Facilitator, Trainer. *Mediation Training & Consultation Institute, Ann Arbor, Michigan*.

Chapter contents include:

- Facilitation: The Key to a Great Meeting
- Knowing Your Group
- Getting a Good Start
- Designing a Great Meeting
- Understanding Process
- Choosing the Right Tool
- Maximizing the Group's Potential
- Promoting Positive Communication
- Managing Conflict in Groups
- Interventions: When to Step In
- Integrating Graphics into your Meetings
- Reflections on the Art of Facilitation

Upcoming IAF Events

Conferences

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

29 - 31 August 2009 - Asia
Taipei, Taiwan

18 - 20 September 2009 - Europe
Oxford, England

24 - 26 September 2009 - Latin America
Bridgetown, Barbados

26 - 27 October 2009 - Africa
Capetown, South Africa

Certification Events

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

14 May 2009 - Europe (in Dutch)
Rossum, The Netherlands

27 - 28 August 2009 - Asia
Taipei, Taiwan

16 - 17 September 2009 - Europe
Oxford, England

22 - 23 September 2009 - Latin America
Bridgetown, Barbados

16 - 17 October 2009 - North America
Kennesaw State University - Kennesaw, Georgia

26 - 27 October 2009 - Africa
Capetown, South Africa

2 November 2009 - Europe (in Dutch)
Rossum, The Netherlands

23 - 24 November 2009 - AUS/NZ
Nelson, New Zealand

Welcome to New Members!

We extend a warm welcome to our colleagues from around the world who joined or returned to IAF from January 11th through February 10th. (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).

Current Membership from 70 countries: 1271±

Australia

Martin Butcher, Belmont, VIC

Canada

Abhilasha Panchmatia, Edmonton, AB

Alexandre Duhaime, Montreal, QC

Alexis Leclair, Edmonton, AB

Brian Ross, Toronto, ON

Carlo Aiello, Ottawa, ON

Christopher Turner, Dartmouth, NS

David Page, Bethany, ON

Jacques Violette, Warren, ON

Jennie West-Correia, Nepean, ON

Julie Ashley, Kitchener, ON

Kerriane Carrasco, Ottawa, ON

Lorraine Plummer, Vancouver, BC

Melissa Hadley, Victoria, BC

Michelle Sharp, Vancouver, BC

Nora Sheffe, Kanata, ON

Pat Loxam, Richmond, BC

Richard Bolus, Vancouver, BC

Shari Nickle, Mississauga, ON

Sherri Taylor, Kingston, ON

United Kingdom

Derek Hall, Reading

Michael Blakey, Bourne

Veronica Broomes, London

United States

Alfred Johnson, Lake Forest, IL

Carol Stone, Villa Park, CA

Chris Sullivan, Lake Forest, IL

Don Scheibenreif, Lake Forest, IL

Jessica Perkins, St. Louis, MO

JoAnn Fioretto, Lake Forest, IL

Kate Onyeanakwe, Washington DC

Lynn Goldhammer, Bradley Beach, NJ

Marguerite Matthews, Fairbanks, AK

Maria Keevins-Kogen, Lake Forest, IL

Matthew Kelley, Lake Forest, IL

Meeta Kratz, Lake Forest, IL

Nicole Stavish, Lake Forest, IL

Ran Kuttner, Omaha, NE

Rebecca Bennett, St. Louis, MO

Sheila Marshman, Morrisville, NY

Ulo Pulles, Herndon, VA

Mexico

Hector Rodriguez de la Rosa, Leon, Guanajuato

Malaysia

Khamurudin Mohd Noor, Serdang

Phillippines

Rolando Inciong, Los Banos, Laguna

Saudi Arabia

Abdullah Al-Hemali, Jubail

Singapore

Anisha Kaul, Singapore