



The Global Flipchart

JUNE 2009

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The Global Flipchart is IAF's monthly newsletter

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Member of the Month June 2009

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

HongMi: Since 2007

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

HongMi: I'm working with 3 other facilitators in Inpeople Consulting Inc. We provide facilitation consulting and training programs to corporations and other organizations in Korea.

GFC: What is your job within the organization?

HongMi: I'm the Managing Director officially, which means my job ranges from A to Z since it is a small business operation. I do field work on facilitating and training, train our own new facilitators, deliver presentations in other seminars to promote facilitation in the region, and meet potential clients.

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

HongMi: There are two areas that we work for our clients: Facilitation Consulting and Facilitation Training.

In Facilitation Consulting, we have two types of services: One-Time Workshops and Long-Term Projects. One-Time Workshops can be on any subject (Strategic Planning, Team Building, etc). We plan and facilitate such workshops in 5-7 days time frame. Long-Term Projects are between consulting and facilitating for business innovation, OD, Strategic Planning. It involves diagnosis/analysis, facilitative process design, pilot test, internal facilitator training and monitoring. Projects run for a few months or as long as a year.



HongMi Chae
Seoul,
South Korea



Training is simpler. If there are needs from our clients, we go to client's office and run training course for internal facilitators. We also offer public courses 3-4 times a year.

GFC: Share a recent facilitation experience.

HongMi: I'd like to share the kick off workshop of the Korea Facilitator's Association (KFTA) that recently took place on April 25, 2009. I had worked with other 8 steering committee members to set up KFTA for months and it was the first gathering of about 50 "promoters". "Promoters" represent different professions: professors, pastors, HRD directors, CEOs, trainers, consultants and facilitators.

I planned and co-facilitated with another gentleman a 4-hour session. We spent about 1/4 time networking with each other and 1/2 time to set up operation rules as it was a legal requirement to kick off a formal social organization. It seemed to be challenge to gather needs/voices of promoters in the rest of time, so we chose the "Wandering Flip Chart" method for a 30 minute needs gathering session. Multiple flip charts were posted on walls with title of various KFTA organizational categories. We

wrote short mission statement of the organization under the title so that participants could see clearly what each organizational category does. Participants wandered around the flip charts and posted ideas/needs. With light music and energy made by all participants' movement, we could keep the dynamic until the end in the Saturday evening workshop. All gathered ideas were sent to the members later via email.

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

HongMi: I am very proud of myself as I was the first candidate, and yet, the first deferment from Korea for the IAF's professional facilitator certification process. When I applied for CPF in 2007, I was quite confident about my facilitation skills. But, I didn't know what I didn't know. So it was shock to hear that I was deferred. It was the first time in my life that I did not pass any type of exam that I had taken. But luckily I didn't fly back home next day. Instead I thought over about what I learned about myself. And the dramatic learning happened later at the first day of the IAF Asian conference. I finally could see the small box where I'd lived in so far. My life expanded and I was subsequently granted certification status. So the journey to challenge CPF was joyful. I really enjoyed the whole process and the CPF workshops. Many thanks to my assessors and peer candidates in 2007/2008 workshops.

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

Note from the Chair

Dear IAF Members,



At our 2009 IAF North America Conference, held in Vancouver, we had almost 300 attendees and all agreed that it was worth the trip. The presenters did an excellent job and the attendees gained a good deal of knowledge and ideas. I want to thank John Butcher, Angela Sealy, and the others who volunteered their time for an outstanding job.

We also had 24 people go through the CPF assessment process. This is good since CPFs receive professional recognition that provides a competitive advantage.

We look forward to seeing you at one of our upcoming conferences (see the IAF website for links to IAF conference websites and additional information).

2009 upcoming conferences in:

IAF Asia Conference in Taipei Taiwan (August 29 – 31)

IAF Europe Conference in Oxford UK (September 18 – 20)

IAF Caribbean Conference in Bridgetown Barbados (September 24 – 25)

IAF Africa Conference in Cape Town South Africa (October 28 – 29)

IAF Australia/New Zealand Conference in Nelson New Zealand (November 25 – 27)

2010 upcoming conference in:

IAF North America Conference in Chicago, IL (April 20 – 25, 2010)

Please find time to attend. All have exciting presenters and agendas.

We have a new treasurer, Tony Nash. He is on top of our finances and is developing financial reports for our membership. We heartily welcome Tony to the board and

NEWS FROM THE IAF BOARD OF DIRECTORS

thank him for his efforts – he has already made a difference.

Because of today's economy, we decided not to hold our annual board meeting in Cape Town this year as planned. Instead, we will be dealing with the annual board meeting issues via the Internet. We also cancelled because we wanted to save association money for other activities – building membership, chapters, and improving our communications via the Internet. In addition, we are pursuing initiatives around the CPF recertification program, organizational structure, and our policies and procedures. All of these are aimed at increasing our membership, improving member benefits, bringing the association closer to the members through chapters and local events, and promoting the IAF and the Facilitation profession. As these initiatives progress, we will keep you informed.

We have a new communication vehicle from the IAF North America Region – a blog. David Spann, Michelle Golden, and Tammy Adams have set up a blog for the IAF North America newsletter, sharing ideas, and asking questions. Check out <http://blog.iafna.org> for additional information.

Please let me know if there is anything that I can do for you. I look forward to hearing from you and seeing each of you at our conferences.

Ciao,



Gary Rush, CPF
IAF Chair

You might recall that the in a previous edition of the Global Flipchart we reported on the Board's six major areas of focus in its 2009 Business Plan:

1. Membership growth and retention
2. Revenue sources
3. Professional certification
4. Structural coherence/ operational clarity/ role definition/ succession planning
5. Communications
6. Partnerships

Not surprisingly, these were the principal topics of conversation during the Board's most recent face-to-face meeting, held in Vancouver on April 19, 2009. Below are excerpts from notes that appeared recently in the Canadian IAF Newsletter prepared by their regional representative, John Butcher:

..... The Board has come to see the development of Regional Chapters as a means to improve member networking, deliver local programming, and provide other value-added services, as well as increasing member recruitment and retention. While the precise approaches used in our several global Regions will likely vary, the Board is attempting, with the guidance of Simon Wilson, our Strategic Initiative Coordinator for Membership and Affiliations, to craft some overall guidelines and procedures that will ensure minimum consistency in the administration and oversight of our Chapters. Simon is also working on a campaign to promote membership in IAF to various groups, and to remind current members of what is available through our Association. As well, the Board is moving forward with various recognition programs (including a new Community Outreach Award) to make clear the many contributions of IAF members to the profession, to the

Association, and to the wider world.

..... The continued financial viability of the organization is an obvious preoccupation of the Board. At present, IAF's financial situation is stable, but the international economic downturn, and its potential effects on both revenues and liabilities, is a concern. The Board is planning to extend its search for sponsor organizations independent of those recruited for our individual Conferences. We are also looking at ways to ensure that our Conference, and other revenues and expenses, are more predictable and less prone to risk. Tony Nash, a member based in Ottawa, and well-known to many of us as a Certification Program Assessor and Process Manager, has recently taken on the volunteer duties of IAF Treasurer.

..... The Re-Certification program for people who received their initial designation in the years 1998 – 2005 has now begun. The Board has reviewed the Re-Certification Process Manual and timeline, and accompanying informational and promotional materials. To date, almost 700 practitioners in over 40 countries have achieved their professional certification. Introduction of this program has consumed many months of intensive work by Michael Spivey, volunteer Strategic Initiative Coordinator for Professional Development, and a team of volunteers. Michael and his colleagues are also continuing to work on implementation of the many recommendations arising from the September 2007 Report of the IAF CPF Workgroup, a major undertaking that involved members from around the world. Those recommendations include a training accreditation program, specialty certifications, and enhancement of the program's administrative infrastructure.

..... Eunice Shankland, Past Chair of IAF, and a small Nominations Committee, have been working to

clarify and operationalize a more transparent and effective nominations and elections process for the Board. That will also require the Board to make decisions on exactly which positions and portfolios are required moving into the future. To help with this, Carol Sherriff, volunteer Strategic Initiative Coordinator for Conferences, is doing double-duty in helping the Board reassess its needs, roles, and approaches in light of our business planning and the evolving opportunities and challenges that we are facing as an organization. The Association's By-Laws have long been under review, and proposed changes will be submitted to the membership later this year.

..... IAF's new volunteer Strategic Initiative Coordinator for Communications and Publications, Mark Edmead of Escondido, California, has already launched a LinkedIn group to promote IAF to the community at large. As well, a major redesign of the IAF web site and its connections to our various Regional sites is underway.

..... There are many organizations whose members are interested in the tools and techniques of facilitation, and with which IAF could create mutually-beneficial partnerships. For example, the Board considered a joint statement of core principles for public engagement drafted by a consortium of the National Coalition for Dialogue and Deliberation, the International Association of Public Participation, and the Co-Intelligence Institute. With a minor amendment, the Board endorsed the core principles. Through our members, as well as through active participation in their conferences and other forums, IAF also is hoping to

enhance our relationships with groups such as these, the Project Management Institute, and others.

Meet Mark Edmead, the new Communications and Publications Coordinator for the IAF

Editor's Note: We asked Mark to write up something about himself so you could get to know him. Here's his reply.

Being a facilitator and trainer was



not even close to what I wanted to be when I grew up. My life's journey has been in preparation for becoming a facilitator. My

childhood was pretty normal by today's standards. Two loving and supporting parents. One older sister (complete with the normal sibling fights). Family dinners together every night. Attended nice schools, always had a roof over my head, food on the table, and clothes on my back. Not necessarily the "Walton's" but for the most part, a happy family life.

The only wrench in this story is that I grew up with a speech impediment (severe stuttering). Interesting looking back that I never thought I had a problem but it was obvious to others that I did. I was extremely shy. I know understand from the numerous personality tests I have taken that I was your classic introvert. I did not really participate in team sports but preferred playing tennis. I spent much of my childhood reading and building model cars. I don't recall ever having dreams of growing up to be anything specific. Many of my friends had goals to become doctors, race car drivers, or engineers. Not me. I was always searching what I wanted to be when I grew up and to some degree, I still am.

Unfortunately not everyone was as supportive and understanding

as my parents. My high school counselors told me that my stuttering would prevent me from getting a good job. They advised me that I should apply to vocational schools rather than an engineering school (at this point I wanted to be an electrical engineer). They also told me that African-Americans were rarely accepted to top universities, let alone graduate. But with the support of my family I applied to engineering schools and was accepted to one of the top schools in Boston (Northeastern University). I not only obtained a bachelor's degree, I continued later in life to obtain an MBA and I'm currently less than one year from obtaining my PhD in Business Management and Organizational Leadership. So why facilitation? I truly believe my being an introvert makes me a better facilitator. Not to say that extroverts cannot be facilitators but being an introvert works for me. As an introvert I tend to listen more than talk. Active listening is an important component of effective facilitation. Being able to see all angles and points of view is very important as well.

I'm relatively a new member of IAF and currently serve as the Strategic Initiative Coordinators of Communications and Publications. My immediate task is to redesign the website and to coordinate the association's communication efforts worldwide. We are already taking advantage of some of the more popular social network websites including LinkedIn and Facebook. If you are members of LinkedIn and Facebook, please look us up and join the groups. We look forward to hearing from you!

To reach Mark with suggestions and ideas about the IAF's communications and strategy, email him at: communications@iaf-world.org.

News from the Development front...

2009 has been a rather busy year thus far on the Professional Development front. Below, you will find updates about key programs and offerings.



Re-Certification Program Update

The long anticipated [IAF Certified™ Professional Facilitator](#) Re-Certification Program has been rolled out. By now, if you were originally certified between 1998 and 2005, you should have received an email announcing the re-certification program **and** an email providing details about the application process along with an attachment containing the re-certification application documents.

One question I continue to get asked about re-certification is, "Do I have to attend another in-person event to become re-certified?" The answer is "No". The re-certification application is a written document that should be used to demonstrate evidence against the Core Facilitator Competencies and your continued growth in the profession of facilitation.

A number of applications have already been submitted and are in the process of being reviewed. Remember, you don't have to wait until the deadline to send in your application. If you were certified between 1998 and 2005, you can submit your application anytime starting **now through October 30, 2009**. If you have any questions please contact recertify@iaf-world.org, beatrice@pbushee.com, or prof.dev@iaf-world.org.

IAF-Methods Web Site

If you have not checked-out the

IAF-Methods Database recently, take a look! The IAF Methods Database has migrated to a new platform resulting in a number of exciting new enhancements. Users will be receiving a newsletter explaining all the changes in the near future. This is a valuable tool for us all. The web address is: iaf-methods.org.

Certification Event Update

Recently, an email blast was sent out to the entire IAF community announcing the remaining [IAF Certified™ Professional Facilitator](#) Certification events for 2009. If you are already a CPF, please consider sharing this information with colleagues that may have expressed an interest in becoming a CPF. As I travel across the various regions, a number of CPFs have expressed an ongoing interest in knowing where and when CPF events are being held around the globe so they can provide informed answers when asked. The email blast is simply one communication vehicle to let you know of the upcoming events. Thank you to all of you who have emailed me to express your appreciation for being kept in the loop even though you may already be certified.

And, thanks to all of the future CPFs who have emailed me to express interest in the program. To request an application and information kit, please contact our program administration offices at certify@iaf-world.org. As always, more information can be found on the global web site at: www.iaf-world.org (from the menu bar on the home page, click on **Certification**).

The remaining scheduled certification events for 2009 are as follows:

- **26 – 27 August 2009**, IAF Asia Certification Event Taipei, Taiwan (**full - closed for application submission**)

- **16 – 17 September 2009**, IAF Europe Certification Event Oxford, England. **The deadline for submitting Part I of the application is fast approaching. If you would be interested in becoming certified at the European Conference being held at Oxford, the seat of learning, now is your chance!**

- **21 - 22 September 2009**, IAF Latin America Certification Event Bridgetown, Barbados

- **24 September 2009**, IAF Dubai Certification Event Dubai, United Arab Emirates

- **16 – 17 October 2009**, IAF Georgia Certification Event Kennesaw State University, Kennesaw, Georgia, USA (**in conjunction with the Southeastern Association of Facilitators Professional Development Day (15 October 2009)**).

- **26 October 2009**, IAF South Africa Certification Event Cape Town, South Africa

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

- **21 - 22 November 2009**, IAF New Zealand Certification Event Nelson, New Zealand

Skype Certification Program Overviews

I have had the opportunity to host several overviews about the [IAF Certified™ Professional Facilitator](#) Certification Program using the latest Skype conference call technology over the last month. These sessions provide a great opportunity for you to ask questions about the process. I like to limit the Overview Sessions to between 6 and 8 participants at a time so everyone has an opportunity to participate. The overview session

FACILITATION LIBRARY

generally takes approximately 1 hour. If you, or a group of facilitators, are thinking about becoming certified and would like to take part in a Certification Program Overview Session, please contact me at: prof.dev@iaf-world.org and I will be glad to schedule a time to provide an overview of the program.

If you should have any questions about Professional Development please contact Michael Spivey at prof.dev@iaf-world.org or Lindsay Wilson, Director of Certification Operations at lindsay.a.wilson@hotmail.co.uk.

Article Submitted by: Michael S. Spivey, IAF Professional Development Strategic Initiative Coordinator

June 2009

As you may be aware, Jossey-Bass Publishers, affiliated with Pfeiffer and both being imprints of Wiley Publishers, provides the most comprehensive listing of facilitation titles of any publisher in the world. The IAF enjoys a special relationship with Jossey-Bass in that they have published books the association has itself produced.

By special arrangement, the IAF is able for a limited time only offer its members a 20% discount on all of the Jossey-Bass Facilitation titles listed below. They include works of IAF members Tammy Adams, Ingrid Bens, Anne Davidson, Jon & Maureen Jenkins, Sam Kaner, Jan Means, Marian Pitters, Fran Rees, Sandy Schuman, Roger Schwarz, Michael Spivey, Dorothy Strachan and Michael Wilkinson. All of these books should be in your facilitation library.

To take advantage of this special offer, do not order the books online, but rather directly contact:

Lisa Bishop
Sales Representative
Wiley Publishing
800-753-0655 - option 9 -
extension 23521 #
Direct: 317-572-3521
Fax: 317-572-4521
lbishop@wiley.com

To learn more about the contents of each title, place your cursor on top of it and "Control + Click" to follow the link.

[Advanced Facilitation Strategies: Tools & Techniques to Master Difficult Situations](#)

[Creating a Culture of Collaboration: The International Association of Facilitators Handbook](#)

[Facilitating to Lead!: Leadership Strategies for a Networked World](#)

[Facilitating with Ease!: Core Skills for Facilitators, Team Leaders and Members, Managers, Consultants, and Trainers, with CD](#)

[Facilitation Skills Inventory Administrator's Guide](#)

[Facilitative Coaching](#)

[Facilitator's Guide to Participatory Decision-Making, 2nd Edition](#)

[How To Lead Work Teams: Facilitation Skills, 2nd Edition](#)

[Making Questions Work: A Guide to How and What to Ask for Facilitators, Consultants, Managers, Coaches, and Educators](#)

[Managing Facilitated Processes: A Guide for Facilitators, Managers, Consultants, Event Planners, Trainers, and Educators](#)

[Process Design: Making it work, A Practical Guide to What to do When and How for Facilitators, Consultants, Managers and Coaches](#)

[The 9 Disciplines of a Facilitator: Leading Groups by Transforming Yourself](#)

[The Facilitator Excellence Handbook, 2nd Edition](#)

[The IAF Handbook of Group Facilitation: Best Practices from the Leading Organization in Facilitation](#)

[The Project Meeting Facilitator: Facilitation Skills](#)

Method of the Month

Title: Multilingual Introductions

[to Make the Most of Project Meetings](#)

[The Secrets of Facilitation: The S.M.A.R.T. Guide to Getting Results With Groups](#)

[The Skilled Facilitator Fieldbook: Tips, Tools, and Tested Methods for Consultants, Facilitators, Managers, Trainers, and Coaches](#)

Of special interest to the membership is the **Leadership Challenge Forum** which is going to be held in Chicago this year on August 6 – 7. It's a great way to network and meet Jim Kouzes and Barry Posner. The agenda covers various topics on leadership with some sessions focused on leading across generations, team leadership and leadership blended with emotional intelligence. Pre-conference classes will also be available on August 4 – 5: The Leadership Challenge Public Workshop for the corporate sector and The Student Leadership Challenge: Facilitator Training which covers higher education and university community. To learn more, visit [The Leadership Challenge Forum 2009](#) or contact Lisa Bishop at 800-753-0655 ext 23521.

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.

Sometimes, in our increasingly global societies we can make use of the differences in fun ways. Here is one that was developed for introducing University Students.

Title: Multilingual Introductions

Intent:

This is a way for large groups to introduce themselves when they are several nationalities, languages present.

Procedures:

1. Welcome the group.
2. Divide the group into groups of 6 or 8 people.
3. Ask them to introduce themselves (for example, their name, hobbies, current place of residence and anything else that might connect them to the program).
4. Ask each group to list the languages spoken by the members of their group. Someone should record this.
5. Ask them to create / write a story about the people in the group using at least one word from each of the languages spoken by their group members.
6. Ask each group to tell their story and as they do so someone points to the person (s) that the story is about and the language being used.
7. Do a short debrief.
8. Thank everyone.

References:

This was developed as an introduction of students from The Netherlands and Germany

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

New Certified Professional Facilitators

An incomplete list of names congratulating our newest CPFs from the Vancouver Certification Event was printed in the May 2009 Global Flip Chart. Here is the complete list of ALL of our newest CPFs. Congratulations to everyone!

Canada

Wayne Chamney, CPF
Christopher J. Comeau, CPF
April English, CPF
Julie Fillion, CPF
Gail Franklin, CPF
Julian Griggs, CPF
Wendy L. Hassen, CPF
Janice Johnson, CPF
Anne Kaye, CPF
Diane King, CPF
Candy Lannan, CPF
Jorge E. Ocegüera, CPF
Dave Robertson, CPF
Nora Sheffe, CPF
Nadine Warkentin Brain, CPF
Katharine M. A. Weinmann, CPF

Hong Kong

Lilian L Y Wang, CPF

Korea

Young Sook Lee, CPF

Saudi Arabia

Abdullah Khalid Al-Hemail, CPF

Togo

Kofi Agbe Keleli Kumodzi-Dzevi, CPF

USA

Ingrid Bens, CPF
Gene J. D'Ovidio, CPF
Toni Leon Kovarik, CPF

Certified on May 13, 2009

The Netherlands

Ria van Dinteren, CPF
Arthur Lourijzen, CPF
Erik op ten Berg, CPF
Maurice Alberts, CPF
Karin Meijboom, CPF
Peter Riemens, CPF

Upcoming IAF Events

Conferences

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

23 November 2009 - AUS/NZ
Nelson, New Zealand

Certification Events

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 May 11th through June 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: 1224±

Australia

Brenda Lovell, Brunswick East, VIC
Heidi Dixon, Melbourne Docklands, VIC

Austria

Roman Neumayer, Wien

Canada

Alexandra Hendriks, QC
Helene Lamoureux, QC

Denmark

Meegan Scott, Roseau

Germany

Kristin Reinbach, Bonn

Hong Kong

Florence Lau

Korea

Giewook Koo, Cheonan

Netherlands

Ria van Dinteren

Russia

Andrey Zorin, Dolgoprudny, Moscow

Trinidad

Reshma Bissessar, Curepe

United Kingdom

Jonathan Bradley, Nantwich

United States

Alison Barlow, St Petersburg, FL
Ami Readdy, Emeryville, CA
Ann Marie Lei, Portland, OR
Christina Bowen, Denver, CO
Judy Pearlson, Bloomfield, CT
Marty White, Colorado Springs, CO
Paul Dimer, Alparetta, GA
Wynett Isley, Silver Spring, MD