



Also in this issue:

European Conference

E-Government in NZ

Facilitation Library

Group Facilitation Listserv

Methods Database

Upcoming IAF Events

New CPFs

New Members

## Member of the Month Fifty Financial Facilitators find IAF

### (Are fifty more on their way?)

Genworth Financial, a global, Fortune 500 financial and security company headquartered in Richmond, Virginia, recently enrolled fifty of its employees, known as associates at Genworth, as members of the IAF. The Global Flipchart recently spoke with **Frank Weber**, Genworth's Director of Learning and Development **and IAF's Member of the Month**, about the company's use of facilitators and its partnership with IAF.

Frank described Genworth Financial as having a highly collaborative culture. Many decisions, large and small, are made in groups. He commented that it was not unusual to go from one project team meeting to another some days. Obviously, with this much time spent in meetings, it was important to the company that they be conducted effectively and efficiently.

In response to this need, Frank created an in-house facilitation network. The goal was to create a network of people within the company who had the skills and could commit the time necessary to ensure Genworth's meetings were as productive as possible. To become a member of this network, an associate must have completed a Genworth facilitation skills course or the equivalent, have a minimum of forty hours planning and facilitating meetings, be recommended by his or her supervisor and approved by human resources, and be willing

to commit to facilitating at least two meetings per year.

Associates enter the facilitation network as level 1 facilitators. As they gain experience and become more skilled, they can move up to level 2 and then finally to level 3. As an associate moves up to these higher levels, the commitment of time increases, and the complexity of events the associate will be expected to lead increases. A level 3 facilitator must commit to facilitating six events per year and might be expected to facilitate a meeting associated with a planned, company change effort. Frank pointed out that, as a facilitator, an associate could also expect to be called to facilitate meetings in many different areas of the company. This provides a benefit to both the associate and the company. The associate gets exposure to different areas and aspects of Genworth's business, and Genworth gets more knowledgeable, more well rounded associates. Genworth considers facilitation skills so important they are a required leadership competency.

To remain in the network, an associate must continue to meet the network membership requirements and complete at least sixteen hours of continuing education per year. Frank told the Global Flipchart that this is where he expects to get the most benefit from participation in the IAF. His facilitators will be able to connect with professional facilitators from around the world, learn the latest techniques, and polish their existing skills. He stated he may be looking to IAF to help with advanced facilitation courses for Genworth's

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*continued from page 1*

facilitators in the future.

Genworth's recognition of the value of skilled facilitation lends further credence to the corporation's image as a leading edge, progressive, international insurance and financial security company. Frank's goal is to enroll 100 facilitators in IAF by the end of next year, and he expects this partnership to be rewarding for both IAF and Genworth Financial. He stated that IAF was "...a great organization to partner with to help people grow."

This article was prepared for the Global Flipchart by

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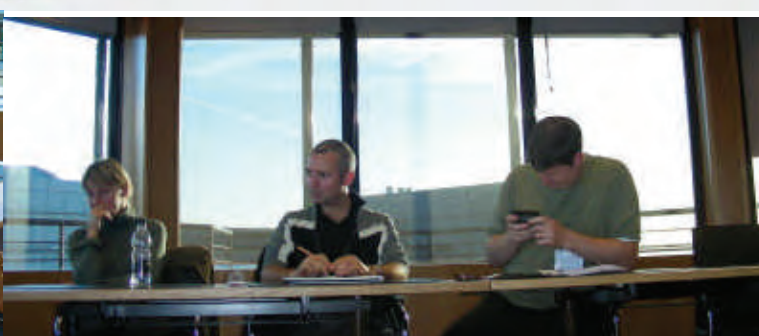
[www.accueditws.com](http://www.accueditws.com)

**Frank Weber**





## The 13th Annual IAF Global Conference in Europe



Late Thursday afternoon the coordinating team sat down for a final review of all the plans and to ensure that all the “loose ends” were being dealt with. A year of very hard work was about to bear its fruit.

Marith Ritsema, Birgitte Verheij and Anna Stanley set up the IAF Stand. Marith and Birgitte are doing their university internships working on the 2008 conference in an arrangement with the Hanze University which is hosting and sponsoring the 2008 conference.



Toke Paludan Moeller (left), from Denmark, spoke at the opening creating a context of openness and creativity for the conference. Mary Alice Arthur (centre), from New Zealand, enabled the Clan gatherings with her story telling and community building facilitation skills. And finally on Sunday morning Sandra Janoff (right), from the United States, co-creator of Future Search, enabled the entire conference community to create desired future scenarios for the role of facilitator. Between them they enabled all of us to experience a tremendous “esprit d’equipe” throughout the weekend.

*continued on page 4*

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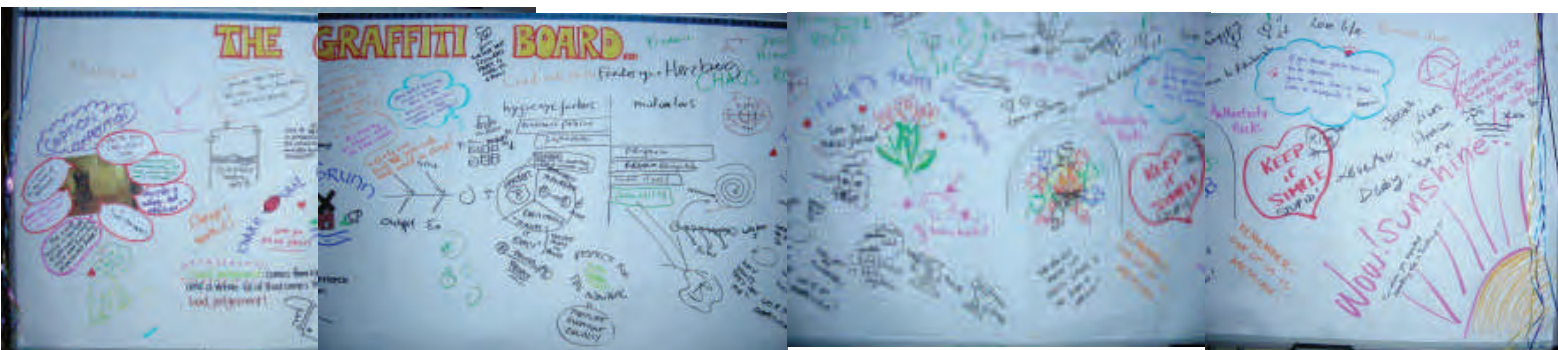
The Conference Office was seldom quiet.



The seamless service of the Sheraton

Saturday night the conference celebrated with live music in a traditional Scottish-Ceilidh.

We would not have been in Scotland without the piping of the Haggis.



The Conference Graffiti Board



## New Zealand Government Includes IAF Facilitator Competencies and Code of Ethics in its Online Participation Guide

IAF Secretary Stephen Thorpe has recently been working with the New Zealand government's State Services Commission on a project to bring more citizen participation into NZ government via computing and internet means. The government has a 20 year goal to transform engagement between government and citizens by using online participation and engagement tools as part of its E-Government strategy.

Part of reaching this goal has involved the development of a Guide to Online Participation to help the New Zealand government and its agencies with guidance and best practice when using electronic channels to engage with citizens. Stephen assisted with describing the role of the group facilitator and some of the benefits and drawbacks of using different types of tools from an online facilitator's perspective. The editors of the guide have also included the IAF Facilitator Competencies and the IAF Code of Ethics for Group Facilitators within the guide.

The Guide has recently been released and is now being tested in implementation with online government projects. The Guide to Online Participation is now available online at:

<http://www.e.govt.nz/policy/participation/guide-to-online-participation.html>.

## Facilitation Library

### *The Project Meeting Facilitator:*

#### *Facilitation Skills to Make the Most of Project Meetings*

By Tammy Adams, Jan Means, and Michael S. Spivey

2007. San Francisco: Jossey-Bass.

IAF Members and Certified Professional Facilitators Adams (with Chaosity, LLC) and Means and Spivey (with Resource Advantage, Inc.) have just published their second book in the field of project facilitation. They combine their years of experience in hands-on project management, process design, supporting technology design and group facilitation to bring proven practical assistance to companies who need to improve their ability to execute and internalize change.

*The Project Meeting Facilitator* contains practical techniques and practices that will help you facilitate your meetings more effectively, transforming them into well-planned, well-managed journeys that engage the team while achieving the intended goals.

“For anyone thrown into the stormy world of managing project meetings and herding humans, *The Project Meeting Facilitator* provides the definitive survival kit to enable the preparation, management, and successful achievement of results from the necessary evil of project meetings.” — Dale Carr, manager, Business Analysis

### *The Tao of Democracy:*

#### *Using Co-Intelligence to Create a World That Works For You*

By Tom Atlee

2003. Cranston, RI: The Writers Collective.

If you are looking for a single book that

*continued on page 6*

continued from page 5



provides both inspiration and practical resources, don't miss Tom Atlee's *The Tao of Democracy: Using Co-Intelligence to Create a World That Works For All*. It's a great book for anyone who wants to facilitate inclusive, participate and creative dialogue, even for the most demanding groups dealing with the most controversial political challenges. The inspiration comes through in Atlee's clear and passionate articulation of his concept of co-intelligence; that is, allowing groups to tap into their collective intelligence and the greater co-creativity of life. Atlee encourages social and cultural change through developing skills in what he calls "social process and capacity." His practical tool kit includes summaries of inclusive processes such listening circles, strategic questions, Dynamic Facilitation, Open Space Technology, The World Cafe, and a sampling of more than 120 other approaches, plus extensive lists of Web resources.

### Global Flipchart Thread for November 2007

#### Group Facilitation: **Process Expertise for Group Effectiveness**

**(GRP\_FACL)** is an online moderated discussion on the practice and theory of group facilitation.

IAF is a co-sponsor of the **GRP\_FACL ListServ** hosted by the University at Albany, SUNY campus, with Moderator Sandy Schuman.

There are 998 subscribers in 37 countries. In October 58 posts were received from 39 contributors, about 2.3 posts per day.

October, 2007 topics threads included

- Facilitator Fairy Tales (compiled into a PDF document)
- Exercise on the importance of information to an organization
- Planning retreat preparation
- Online tool needed
- Using DISC model
- Surfacing and resolving group conflict
- Facilitating a refresher course
- Need help on partnering assignment with military and civilians
- Exercise on the importance of information to an organization

Learning organization – Team learning?

The GRP-FACL ListServ threads can be accessed at the web site. Visit the GRP-FACL web site <http://www.albany.edu/cpr/gf> for:

- Subscription Options
- Resource Files
- Searchable Archives
- Frequently Asked Questions

## Method of the Month

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.

**Title:** Recheck Project Mandate

**Intent:** To unblock a group that seems to be stuck when planning implementation.

### Procedures:

1. Some groups develop a vision for a project but avoid doing the necessary work on an implementation plan.
2. One thing that can be done if this happens re-check your understanding of the group purpose with management. Are they still committed to the project? They may have expressed reservations to any of the group members, effectively quashing progress.
3. If management is not committed to the project, recommend that the project be stopped.
4. If management is still committed to the project, recommend that they restate their commitment to the project team.

### References

Paula Diller sent this idea to the GRP-FACL list serve.

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

## The Tip of the Month

We at the Method of the Month team are considering re-designing this column and would like your input. We would like more input from readers. We are considering dropping the Tip of the Month and extending the Method of the Month section. This will allow more complex methods to be shared.

What are your thoughts? What would you like to see in this column? Please contact [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)

## Announcements

### African IAF Conference Website Open

The official website for the **2008 IAF Africa Facilitator's Conference "The BIG FIVE of Facilitation"** in the Piilanesberg Reserve, Jo'burg, South Africa, 23 -24 July 2008 is now available for viewing at: [www.sbs.co.za/iaf2008/index.html](http://www.sbs.co.za/iaf2008/index.html).

—**Network with facilitators of every specialty and industry across the globe...**

—**Take away great new techniques and tools**

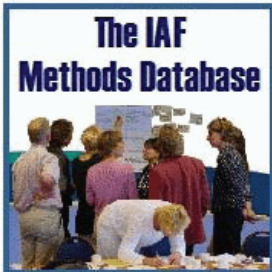
—**Get accredited as an IAF Certified Professional Facilitator (CPF)**

This conference will be a highlight and landmark in the history of the profession in Africa as we bundle our full 2 day conference with the first ever facilitator certification event to be held prior to an African Conference on the 21-22nd July.

**A Call for Papers is currently open; for submission by the 30 November 2007.** By Mid-December 2007, we'll publish our conference programme for you to select your sessions.

### News from the IAF in Asia

Regional Representative Prabu Naidu reports that IAF membership in China has doubled in the last three months from 12 to 25.



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*continued from page 7*

### **Display the IAF Logo as a Proud Member**

Display the IAF Logo on your website or stationery. To retrieve it, go to <http://www.iafworld.org> and click on *Facilitator Resource Center* on the home page menu bar and then look under marketing tools.

### **Global Facilitator Service Corps (GFSC)**

GFSC offers materials to the public in its Virtual Library as well as other materials available to its GFSC registered Facilitator-Mentors. The GFSC also publishes a monthly e-newsletter and provide e-conference rooms for worldwide communications. GFSC volunteers are invited to participate in continuous learning and sharing through its Mentored Pathways™ program. See the October GFSC newsletter at [http://globalfacilitators.org/news/news\\_oct07.pdf](http://globalfacilitators.org/news/news_oct07.pdf) or visit their website at <http://globalfacilitators.org>.

## **Upcoming IAF Events Conferences**

**28 - 30 November 2007** – Australia/New Zealand  
Adelaide, South Australia

**10 - 12 April 2008** - North America  
Atlanta, Georgia, USA

**23 - 24 July 2008** - Africa  
Johannesburg, South Africa

**27 - 28 August 2008** - Asia  
Bangkok, Thailand

**2 - 5 October 2008** - Europe  
Groningen, The Netherlands

## **Certification Events**

**22-23 October 2007**  
Santa Fe, New Mexico, US

**29 November 2007**  
The Netherlands

**14 February 2008**  
The Netherlands

**7 - 8 April 2008**  
Atlanta, Georgia, US

**12 June 2008**  
The Netherlands

**25 - 26 August 2008**  
Bangkok, Thailand

**30 September - 1 October 2008**  
Groningen, The Netherlands

## **Congatulations to the new CPFs**

John Bartkus, CPF, USA  
Brian Baskette, CPF, USA  
Brenda Chandler Totty, CPF, USA  
John D. Godec, CPF, USA  
Gary Walker, CPF, Canada

**Total CPFs: 343**

If you are interested in becoming a Certified Professional Facilitator please visit the IAF website at [www.iaf-world.org](http://www.iaf-world.org). On the home page in the menu bar click on *certification*. There you will find all the information and details for applying.

## Welcome to New Members!

We extend a warm welcome to our colleagues from around the world who joined or returned to IAF from October 11th through November 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](mailto:office@iaf-world.org)).

**Current Membership from 70 countries: 1502±**

### Australia

Guido Lilio, Melbourne, VIC  
Kim Brooklyn, Perth, WA  
Sue James, Fern Tree Gully, VIC  
Victoria Keesing, Sydney

### Austria

Hilda Hwathi, Vienna

### Belgium

Cyril Perrier, Waterloo  
Erik Kijne, Brussels

### Canada

Angela Anderson, Whitehorse, YT  
Micheline Flannery, Ottawa, ON  
Roman Melnyk, Toronto, ON  
Susan Hollet, Shoal Harbour, NL

### China

Yi Ju Wang

### France

Ester Dross, Beaumont

### Germany

Christine Wank, Bonn

### Guyana

Yvonne Hubbard, Georgetown

### Italy

Patricia Colbert, Rome  
Rosalud De la Rosa, Rome

### Jamaica

Denise Stephenson, Kingston

### Kenya

Dan Onyango-Maina, Nairobi

### Lithuania

Algimatas Venckus, Kaunas  
Asta Saneviciene, Kaunas  
Ausra Rutelione, Kaunas  
Bronius Neverauskas, Kauno r.

Dagne Eitutyte, Vilnius  
Daiva Dumciuviene, Kaunas  
Egle Grebliauskaite, Vilnius  
Evelina Meiliene, Kaunas  
Gitana Maleviciene, Alytus  
Ruta Ciutiene, Kauno r.  
Rytis Krusinskas, Kaunas  
Vytautas Stankevicius, Kaunas

### Middle East

Susan Ward, Abu Dhabi, United Arab Emirates

### The Netherlands

Annet Noordik, Amstelveen  
Ilse van der Put, Bemmelen  
Jeroen Blijssie, Amstelveen  
Sylva Erlings, Utrecht  
Tobias Meijll, Bavel

### Singapore

Aloke Verma, Singapore  
Fiona O'Shaughnessy, Singapore  
Ming Hwee Low, Singapore  
Veronica Ng, Singapore

### Switzerland

Sarah Clark, Nyon

### United Kingdom

Allan Stirling, Boughton, Manchester  
Ann McLaughlin, Stirling  
Brian Machin, Staffs  
Carolyn Griffiths, Holm Orkney  
Catherine King, Glasgow  
Donald Harley, Lanarkshire  
Jimmy Browne, Leicester  
Jo Kopela, Castle Douglas  
John Algar, Cranfield  
Kristi Thorne, Hook, Hants  
Leona O'Reilly, Glasgow  
Lesly Robinson, Darlington  
Margaret McCutcheon, Edinburgh  
Mark Bradfield, Bradford  
Pauline Walton, Todmorden  
Robert Shipway, Castle Douglas

Sharon Mafham, Darlington  
Susan Kennedy, Birmingham  
Viv Collie, Cupar

### United States

Bernadette Poole-Tracy, Rochester, NY  
Brayton Matthews, Metairie, LA  
Caroline Blackwell, Nashville, TN  
Dianne Hanson, Indianapolis, IN  
Gary Davis, Lincoln, IL  
Julie Rozewicz, Hales Corners, WI  
Katherine Hart, Athens, GA  
Kathy Connolly, Arlington, MA  
Sara Gibson, San Antonio, TX  
Suzanne Orenstein, Beverly, MA  
Thad Corless, Madison, WI

### Viet Nam

Lucia Nass, Hanoi

