



The Global Flipchart

SEPTEMBER 2009

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The Global Flipchart is IAF's monthly newsletter
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Member of the Month September 2009

Ximena Combariza Echeverri
Bogota, Colombia
IAF Member since 2001



Versión en español

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

I focus my working activities in two different areas:

A) Organizational Consultancy: Since 2006, I'm a partner in "Maximizar Equipo Consultor" company (www.maximizar.com.co), in Colombia, where I work as a consultant and facilitator, in organizational development and human resources management programs, with a variety of public, private and non profit organizations.

B) University Teaching: Since 1994, I teach at post-graduate programs in several Colombian Universities ("Universidad del Rosario", "Universidad Autónoma de Bucaramanga – UNAB" & "Universidad de los Andes") in subjects such as: human resources processes, organizational culture, team working, leadership, managing development, and social corporate responsibility.

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

I use facilitation in all my working activities. As many of IAF's members, I think that being a facilitator is a way of life. At the university (and also in organizational training programs), I always use to say to my students: "As a teacher, I'm, or I try to be, a good facilitator". It means I always use active learning and try to get the best of the students, as individuals and as a group. I don't want to teach them, nor to show them, what I know (or I think I know); I want them to see what they know or what they could know, if they work hard and share their ideas, beliefs, questions, etc.

GFC: Cuéntanos un poco acerca de la organización para la cual trabajas.

Yo estoy trabajando en dos campos diferentes:

A) Consultoría Organizacional: Desde el año 2006, soy socia fundadora de la firma "Maximizar Equipo Consultor" (www.maximizar.com.co), una organización que brinda servicios de consultoría a escala humana, a sustentados en la innovación, la transformación y el conocimiento, a diversas organizaciones privadas, públicas y sin ánimo de lucro. Allí trabajo como consultora y facilitadora, en programas de desarrollo organizacional y de gestión del talento humano.

B) Docencia Universitaria: Desde 1994, doy clases en programas de post-grado en varias universidades colombianas (Universidad del Rosario, Universidad Autónoma de Bucaramanga – UNAB y Universidad de los Andes) en temas como: gestión del talento humano, cultura organizacional, liderazgo, trabajo en equipo y responsabilidad social corporativa.

GFC: ¿Cómo usas la facilitación en tu campo de trabajo?

Yo uso la facilitación en todas mis actividades de trabajo. Como muchos de los miembros de la IAF, creo que la facilitación es una forma de vida. En la Universidad (y también en programas de capacitación o desarrollo en empresas), siempre les digo a mis estudiantes: "Como profesora, soy, o intento ser, una buena facilitadora". Esto significa que utilizo siempre el aprendizaje activo e intento obtener lo mejor de los estudiantes, como individuos y como grupo. No busco enseñarles, ni tampoco mostrarles, lo que yo

GFC: Share a recent facilitation experience.

I've facilitated several workshops with my son's High School teachers (about 30 people), to help them become a stronger work team. At the beginning, and after a detailed process of "rules building" I've facilitated several experiences to stimulate them to: "show" themselves, try to better know each other, looking specially for their values and abilities, and give each one the opportunity to give and receive recognition, or positive feedback. Then, we made group reflections about the sense of their work, the way they do it, and the impact of their actions over the students, using different and simple facilitation tools and techniques. Finally, I gave them some guidance to collectively build an action plan to be a highly effective work team. Today, the board of directors of the School and the teachers see themselves as a consolidated team, with strong personal relations and a fluent communication. Besides these achievements, they had built a strong working team and a recognition culture at the School, with which students and parents feel very satisfied.

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

I would say: There's an enormous potential in everybody and every human team; always believe on this, and let this potential arise, and people will build what they want/need to build.

GFC: Thank you, Ximena. The IAF values your membership

sé, o creo saber; busco que ellos/as se den cuenta de lo que saben o pueden llegar a saber, si trabajan duro y comparten sus ideas, creencias, preguntas, etc.

GFC: Comparte una experiencia reciente de facilitación.

He trabajado en varios talleres con los profesores/as del colegio de mi hijo (aproximadamente 30 personas), para fortalecerlos como un equipo de trabajo. Inicialmente, y después de un cuidadoso proceso de construcción de "reglas del juego", facilité diversas experiencias con el fin de invitarles a darse a conocer y conocer mejor a los demás, buscando especialmente sus valores y habilidades, y dándose la oportunidad de dar y recibir reconocimiento. Luego, hicimos reflexiones conjuntas sobre el sentido de su trabajo con los estudiantes, la forma en que lo realizan, y el impacto de sus acciones sobre los mismos, usando diversas y sencillas herramientas y técnicas de facilitación. Finalmente, les brindé orientación en la construcción participativa de un plan de acción para consolidarse y ser un equipo de trabajo de alto desempeño. Hoy, tanto los directivos del colegio como ellos/as mismos se ven como un equipo consolidado, con fuertes vínculos y una fluida comunicación entre ellos/as. Además, han implementado en el colegio una cultura de trabajo en equipo y reconocimiento, con la cual los/las estudiantes y los padres de familia nos sentimos muy satisfechos.

GFC: Si pudieras compartir algo que hayas aprendido con otros facilitadores de todo el mundo, ¿qué sería?

Yo diría: Existe un enorme potencial en cada ser humano y cada equipo humano; cree siempre en este potencial y déjalo surgir, y la gente logrará construir lo que quiera/necesite construir.

GFC: Gracias, Ximena. La IAF aprecia su membresía

Note from the Chair

Dear IAF Members,



This is the time for planning activities. During the next few months, we will be working on our plans for 2010 and beyond. We have a lot to do. Please take a moment and give us your input – after all, this is your association.

First of all, we have updated the association by-laws. An electronic vote was sent to each of you asking you to vote on the changes. **We really need your vote, so please vote as soon as possible** (or as we say in Chicago, “Vote early and vote often!”).

We are developing our 2010 Business Plan and budget over the coming months. Please send any suggestions and ideas that you may have to our board members:

Simon Wilson (affiliates@iaf-world.org) – membership and chapter ideas

Carol Sherriff (conferences@iaf-world.org) – conference ideas

Michel Spivey (prof.dev@iaf-world.org) – certification and professional development ideas

Mark Edmead (communications@iaf-world.org) – communications and website ideas

Mary Sue McCarthy (community@iaf-world.org) – community outreach ideas

Stephen Thorpe (secretary@iaf-world.org) - ideas for the *Journal*

Tony Nash (treasurer@iaf-world.org) – finance ideas

David Spann (rep.usa@iaf-world.org) – ideas about the U.S. Region

John Butcher (rep.canada@iaf-world.org) – ideas about the Canada Region

Martin Gilbraith (rep.europe@iaf-world.org) – ideas about the Europe Region

Jackie Chang (rep.asia@iaf-world.org) – ideas about the Asia Region

Sharon Almerigi (rep.latamer@iaf-world.org) – ideas about the Caribbean and Latin America Region

Jerome Passmore (rep.africa@iaf-world.org) – ideas about the Africa Region

Keith Ryall (rep.aus@iaf-world.org) – ideas about the Australia/New Zealand region

Gary Rush (iafchair@iaf-world.org) – ideas about the IAF in general

Some of the major efforts that we will be working on include:

Conferences – working on the ideal way to schedule and manage conferences. We need to ensure that they are attended, well financed, and provide the type of experience that you need as members.

Membership – we are working to grow our membership. We are planning to increase our membership in 2010 through membership drives, chapters, and providing clear benefits to our members. Developing chapters around the world will help bring the membership experience closer to the members and more frequently than one major conference a year.

Professional Development – we are continuing to roll out the recertification process and to grow the certification process. **Note: The IAF is the only internationally recognized, non-profit, industry association for Facilitators and the CPF is the only internationally recognized, non-commercial professional credential for Facilitators.** We also will be working on a “Practitioner” certification process.

Website and Communications – we plan to redesign and rebuild our website incorporating new features, such as web pages for chapters and members, easier navigation, seamless interfaces between the website, forum, and any social networking (e.g., FaceBook and YouTube like applications), as well as a one portal view to access chapter, regional, and global information. This will become one of our key means of communicating to you throughout the year.

Full Time Support – we are planning to hire an Executive Director and a Director of Certification Operations by the end of the year. This takes careful planning ensuring that we have the finances to do so.

On another note, *Eunice Shankland*, our Past Chair, has retired from the Board so that she can focus on other responsibilities. We all want to thank Eunice for her hard work and dedication. We wish her the best as she moves on – thank you Eunice.

In addition, the following board members rotated off the board in 2009 and we wish to thank them for their tremendous efforts and contributions to both the association and the industry:

Theresa Ratnam Thong – retired from the position of Vice Chair International to pursue her career in the government of Malaysia.

Ann Epps – completed her term as Conference SI.

Prabu Naidu – completed his term as Asia Regional Rep.

Tom Schwarz – completed his term as Australia/New Zealand Regional Rep.

We have found a successor to the IAF Chair beginning in 2011 – *Martin Gilbraith*. Martin is from the UK. I encourage all of you to contact Martin (perhaps not all at once) to congratulate him.

That’s a lot of news for one Flipchart. Please take this opportunity to get involved. Overall, we are working to grow our association, mature it into adulthood, but still maintain the close, warm feeling of belonging that exists now.

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 instructive conferences. Remember, our conferences provide you the opportunity to share and learn from others around the world

Ciao,



Gary Rush, CPF
IAF Chair

Method of the Month

Title: Brain Drain

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: Brain Drain

Intent: A method for groups to develop many ideas in a very short time

Procedures:

1. First of all, select one goal or problem statement. Then, write it clearly and check it to make sure that it is understandable.
2. Break into small groups (no more than 7 people per group); each group selects a recorder.
3. Each group start brainstorming for several minutes.
4. Find out which group has the most ideas, and then give each group one more minute to continue finding new ideas and to try to beat the record.
5. Again, stop brainstorming, and find out the new total number of ideas; Give the last one more minute to think about new ideas
6. At last, the facilitator finds out which group has the most ideas.
7. Add up all ideas together.
8. Have each group report on its ideas.

In three rounds of brainstorming, the total group will calculate how many unique ideas have been found.

Positive reinforcement should be given to the total group for finding so many creative ideas.

References:

This was put on the IAF Methods Database by Ping Jingting, a student at Hanze University, Groningen, The Netherlands. She found it at http://www.uaex.edu/Other_Areas/publications/PDF/dist06 but it is not available there any more.

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

Did you know that at the IAF Methods Website (www.iaf-methods.org) people can make comments in the new section Products at <http://www.iaf-methods.org/generic-facilitation-products>. This is a new section where people can share their tips and tricks in using everyday facilitation tools like markers and white boards.

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

*Affirmation is about
the co-evolutionary
search for the best in
people, their
organizations, and the
relevant world around
them.*

*By deliberating
changing the internal
image of reality,
people can change the
world.*

- Willis Harman

Facilitation Library



"The Art of Facilitation: The Essentials for Leading Great Meetings and Creating Group Synergy"

by Dale Hunter
with Stephen Thorpe, Hamish Brown
and Anne Bailey

REVISED EDITION is now available in hardback from Jossey Bass www.josseybass.com and www.amazon.com (released 31 August 2009)

This thoroughly revised edition of the classic book on facilitation offers the most current research available on the topics of facilitation and group dynamics. A comprehensive resource for facilitators, trainers, HR professionals, and consultants, The Art of Facilitation describes the profession of group facilitation and the role of a facilitator, and outlines the key elements of facilitation. The book also examines the most common challenges that facilitators face, as well as the ethical issues that pertain to the facilitation process.

Written by Dr. Dale Hunter — acclaimed facilitator, mediator, and coach — this revised edition includes new information on facilitation in organizations, sustainability, therapeutic group work, and online facilitation. The book also includes an examination of the wide range of approaches and methods that have emerged in the field in recent years.

In addition to providing an updated guide to the topic, the book contains a training program that can be used by a group of aspiring facilitators as a peer learning framework. It also includes fifty-two processes that are useful for both facilitators and facilitation educators alike.

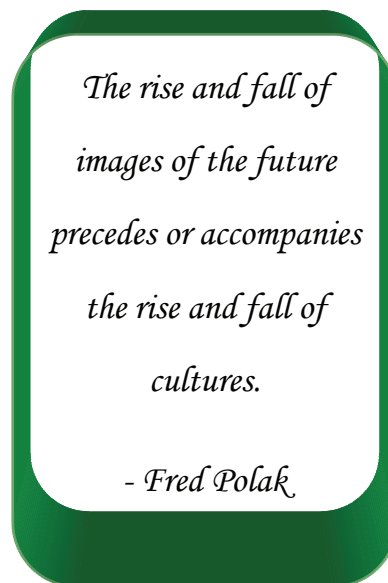
This book is endorsed by IAF Members Ingrid Bens, Sandy Schuman, Sam Kaner, Roger Schwarz and Michael Wilkinson.

Buying through Amazon.com helps the IAF

Did you know that if you purchase a book through the IAF online [Facilitation Library](#) on our Website, a portion of each purchase will be donated to the IAF. This is due to the special arrangement IAF has created through Amazon.com. From the Website's Library page, simply mouse over the title and click "buy now" in the Amazon.com dialogue box.

Book Title Additions are Welcome

If you have a book to add to the Facilitation Library, please send the book title, author, and a 250 word overview to globalflipchart@iafworld.org



Reminders

Your Action Required to Revise By-Laws

Dear IAF Members,

[Here you will find a revised set of by-laws for our association.](#) You are being asked to vote on these – to approve or not approve as you wish. The Board has worked on these over the past year and has them in a position to be voted on by our members. We recommend approval of the changes.

Please click on the following to cast your vote:

http://www.surveymonkey.com/s.aspx?sm=cfamNJ78vpsQ_2fqz1t8tvtQ_3d_3d

If you have any questions please send them to [Gary Rush](#) (Chair) or [Mark Edmead](#) (Communications Director).

Regards,
Mark Edmead
Communications Director

Time to Re-Certify

Important Reminder for all Certified Professional Facilitators and all IAF Members:

As many of you know, a re-certification process was part of the original design of the CPF program. After several years of focusing solely on the CPF program itself, I am pleased that we have rolled out the IAF CPF Re-Certification Program. One of the questions often asked by IAF members is, "What is the purpose of the re-certification process?" Like most professional organizations that offer a certification program, the purpose of the IAF Certified™ Professional Facilitation Re-Certification Program is:

To ensure that the IAF Certified™ Professional Facilitator designation continues to be held by those actively working in the field. To

sustain and enhance the credibility of the IAF Certified™ Professional Facilitator designation.

To encourage members of the IAF who are CPFs to pursue ongoing professional development aided by ongoing peer review and feedback.

To meet the increased demand for certified facilitators found in many Requests for Proposal (RFPs).

The following re-certification criteria were developed in 2007 by a CPF work group consisting of our fellow CPFs. This criterion was presented to and approved by your IAF Board Members. The re-certification application process requires that each CPF complete an application consisting of three components:

A listing of seven (7) facilitated workshops completed within the last three (3) years. The selected workshops should ideally demonstrate a variety of processes that demonstrate your range of facilitation skills. A listing of professional development undertaken since your original certification date. A short essay (1000-1500 words), linking lessons learned since you became a CPF to the IAF Core Competencies, demonstrating changes in facilitation style / behavior, and indicating what growth has occurred during the period since your CPF Certification.

For some CPFs, the deadline to submit their CPF Re-Certification Application is October 30, 2009. If you are one of these, please follow these easy steps:

Confirm that your IAF dues are current. You must be a current member of the IAF in order to use the CPF designation. If you are unsure of your current membership status, please contact beatrice@pbushee.com.

Complete the Re-Certification Application which was sent to those IAF CPFs whose time for recertification is due. Submit your completed application and your payment of \$350 USD by submitting your credit card information on the

second page of Part I of the application. Once your application and payment have been received, your application will be reviewed by one of our CPF Assessors and you will be notified of your re-certification status within 60 days from the date of your submission.

Confirmation that your CPF status on the [iaf-world.org](http://www.iaf-world.org) website is accurate.

Thank you for your ongoing interest in the profession of facilitation!

Michael S. Spivey

IAF Professional Development Strategic Initiative Coordinator

Email: prof.dev@iaf-world.org

Web: www.iaf-world.org

Group Membership

A reminder to members and potential members – get IAF membership at a reduced rate if you sign up with a group of friends or colleagues.

The IAF has two group rates discounted from the Classic Membership fee of \$175.

For a group of 5 to 14 members the rate is \$150 per person annually

For a group of 15 members and over the rate is \$125 person annually

To access these discounted rates, all you have to do is sign up as a group at the same time.

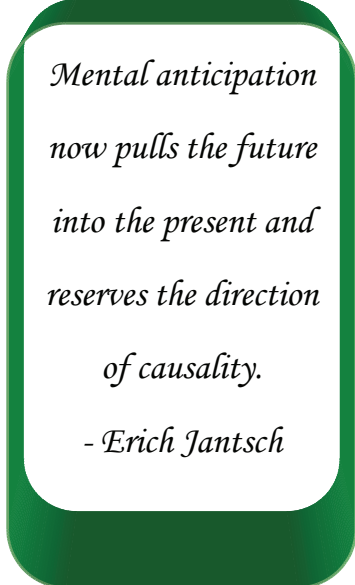
Think about using the group rates:

- if you work in an organisation with several other facilitators
- if you get together at local level with other facilitators to create a group or chapter
- to recruit people you know to join the IAF – why not benefit from the reduced rate yourself?

reduced rates for groups please contact the Board membership director, Simon Wilson at simon.wilson@wilsonsherriff.com.

Remember there are also discounted rates for members in developing countries, students and seniors. Details are on the IAF website at <http://www.iaf-world.org/i4a/pages/index.cfm?pageid=3278>

Simon Wilson, IAF Membership Director
affiliate@iaf-world.org



If you have any questions about

Upcoming IAF Events

Conferences

18 - 20 September 2009 - Europe
Oxford, England

24 - 26 September 2009 - Latin America
Bridgetown, Barbados

23 November 2009 - AUS/NZ
Nelson, New Zealand

Certification Events

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

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 August 11th through September 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: 1238±

Australia

John Corrigan, St. Ives
Susan McAviney, Sydney

Canada

Adolphus Cameron, Kenora, ON
Deborah Arsenault, Keswick, ON
Gwendo Greenaway, Edmonton, AB
Joanne Cox, Toronto, ON
Karyn Dumble, Toronto, ON
Marie Anick Liboiron, Stn. Sainte-Foy, QC
Susan Low, Victoria, BC

Dominican Republic

Remedios Ruiz

Japan

Kazuaki Katori, Tokyo
Masakatsu Ninomiya, Yokohama

Mozambique

Miriam Umarji, Maputo

Netherlands

H.A.J. Haarmans, Oegstgeest
Henk van der Steen, Amsterdam

Norway

Jan Eivind Danielsen, Stavanger

Saint Vincent and the Grenadines

Martin Barriteau, Union Island

Singapore

David Buwalda, Singapore

Sweden

Bjorn Blondell, Stockholm
Kenny Andersson, Stockholm
Yvonne Calme, Stockholm

Taiwan

Carol Lin, Tainan County
Grace Hong, Taichung City

United Kingdom

Niel Oliver, Somerset
Paul Z Jackson, St. Albans

United States

D. Marie van Roekel, Canton, GA
Gary Rosenfeld, Flourtown, PA
Georgia Patrick, Myersville, MD
Glen Brule, Arlington, VA
JoAnna Wagschal, Port Deposit, MD
Melissa Jones, Santa Rosa, CA
Sally Daniel, Ellicott City, MD
Sharon Cathers, Charlotte, NC