



August 2010

Global Flipchart

**Member of the Month
August 2010**

**Rengin Akkemik
Istanbul, Turkey**



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What is your name?

Rengin Akkemik

Where are you located?

Istanbul, Turkey

How long have you been a member of IAF?

Since 2008

Tell us a little about the organization you work for...What is its name? What does it do?

I have been working as the master facilitator of FranklinCovey Turkey since 2004. 7 Habits, Focus, Speed of Trust and Execution are the FranklinCovey programs that I am facilitating.

At the beginning of 2008, I established my own company called Smart Career. My main area of focus is corporate training programs including various personal development subjects such as communication, conflict management, negotiation, team building, and team motivation.

What are your jobs within the organization?

My main job is facilitation learning. Connected to this position, I work as a client partner in order to understand their needs and expectations. I am studying to generate appropriate group processes and to improve both mine and my colleagues' facilitation skills.

How do you use facilitation in your line of work?

As learning facilitation.

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

My last experience was an open group. PriceWaterhouseCoopers Business School organized a 2 day training program for its clients. The participants who were coming from different companies were varying from business owners to production managers, from sales supervisors to finance specialists. All had different experiences, different point of views, different values and different needs about "Effectiveness" which was our topic.

I had began with setting up a clear common point among participants: we were there to talk and to share our experiences about effectiveness and to learn from each other. During this two

day program I used my trainer hat not more than a couple of minutes, mostly I used my facilitation skills and allowed them to express their thoughts comfortably, to discuss "effectiveness" with each other in an ethical way, and to arrive a point regarding the meaning of effectiveness and how to increase it.

It was a great pleasure to see participants taking photos together and sharing contact information with each other for future contact. I am aware that the secret behind this success was the "facilitation methods" I used, nothing more.

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

As long as you keep the four dimensions of a whole-person (body, mind, heart and spirit) in your mind and respect their differences, process flows smoothly and you can add value.

Thank you for sharing a bit of yourself with us, Rengin.

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Welcome New IAF Members!

We extend a warm welcome to our colleagues from around the world who joined or returned to IAF from July 28 through August 11th. (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: 1205±

Australia

Tracey Wilson, Mission Beach

Canada

Emay Cowx, Richmond Hill, ON
Kate Greene, Quebec, QC
Judith Weinstein, Toronto, ON

Belgium

Mariela Atanassova, La Hulpe

Hungary

Jayna Johnson, Budapest

United States

Susana Hill, Washington, DC
Jennifer Vanmeter, Washington, DC
Milagros Rush, Glencoe, IL
Sean Rush, Glencoe, IL

IAF Regional Updates

Dutch Facilitators Conference

On September 17, 2010 there will be a Dutch Facilitators conference organized by IAF-Benelux. The conference is called "HoofdZakelijk Faciliteren". It will be about the working of the head ("Hoofd") and about the business ("Zakelijk") of Facilitation. In Dutch "Hoofdzakelijk" also means "mainly". In the morning there will be interactive talks and in the afternoon a series of workshops.

More info on: <http://www.hoofdzakelijkfaciliteren.nl/conferentie/>

Jan Lelie



Challenge, Change and Collaborate!

You are cordially invited to the International Association of Facilitators (IAF) Asia Conference in Seoul, Korea on August 25 - 28, 2010.

Seoul has been the capital city since 1394 and the center of business, international trade, politics, technology and education of Korea. We invite you to this lively city where modern high-tech coexists with traditional heritage.

The theme of the Asia Conference is "Challenge, Change and Collaborate". Through this conference, we hope to facilitate a momentum to challenge the current organizational cultures and leadership styles, and change to collaborate and enhance teamwork and creativity in any organization.

Koreans are passionate and speedy, but also maintain the tradition of warm hospitality. We look forward to welcoming you to the beautiful city of Seoul in "Dynamic Korea" for the 2010 Asia conference.

For further information please check the website at <http://facilitator.or.kr/iafafc2010>.



EUROPE CONFERENCE 2010



Conference Programme Now Available Online

<http://www.iaf-europe-conference.org/program.html>

We are proud to present this year's exciting and extensive IAF Europe Conference programme.

It is now available to view online at iaf-europe-conference.org/program.html

The programme follows our conference themes of **Rites, Myths, Magical Tools** and **Paradoxes**. We are confident that there is something for everyone. Whether you are an experienced facilitator or just starting out. Whether you want to focus on tools and techniques or the psychology and theory of facilitation, your needs will be met.

We are also offering a wide programme of leisure activities and networking opportunities. This year's conference provides a good balance of education and recreation.

You may now register online for the conference in Helsinki . Please book early if you would like to take advantage of the all inclusive package, accommodation on-site is now limited. The all inclusive conference fee includes; the full conference, all meals and accommodation.

The conference only option includes full access to the conference and materials, lunches, dinners and refreshments.

IAF Members All-Inclusive	625.00 Euro
Non Members All-inclusive	675.00 Euro
IAF Members Conference Only	525.00 Euro
Non Members Conference Only	575.00 Euro

If you would like to reduce the cost of your stay why not share a twin room with a colleague - please contact us for further details conference@iaf-europe.eu

We look forward to meeting you at the IAF Europe Conference in Helsinki .

Method of the Month

The Method of the Month is a monthly feature of the Global Flipchart. Since the untimely demise of Jon Jenkins, his wife and working partner Maureen has stepped into this role.

Title: Movie Posters

We see posters advertising new movies quite often in public places. They summarize with visual images, a dramatic title and a few critical phrases, an entire story and its characters. This method aims at letting the group create the poster for their “movie”. It can be used for summarizing learnings, for reporting on team activities over the past period of time, for building a common story about something that has taken place in the organization.

Introduction:

In order to create today’s reports, imagine that you are creating a movie. In one hour, please return with the poster for your movie (like the posters you see in public places advertising movies). Think, for example, of the posters for “Gone with the Wind”, for “Star Wars”, for “Mr. And Mrs. Smith”. (Refer to posters you yourself have seen recently.) The poster tells the story. Distribute flipchart paper and lots of colored markers.

Procedure for the teams:

1. First of all, review the elements of the story you want to communicate.
2. Secondly, decide what sort of story you would like to tell. For example, you could:
 - Make an epic, like “The little team that thought it could...”
 - You could create a fable: “Once upon a time, in a humble IT department far away...”
 - You could create a first person story: “I looked terror in the face..”
 - You could be the International news bureau and interview team members about their achievements: “An exclusive interview with..”
 - You could be one of the customers who explains how his problem was solved,: “We thought we were doomed, until...”
 - Etc
3. Now create your poster. It should have four elements:
 - Title of your story
 - Subtitle that explains what the story is about
 - 3 scenes from the story
 - One critical line from your story: a supporting quotation, a line from one of your characters, etc.

Closing Reflection:

Have an art-gallery sort of area where teams can hang their posters and everyone (perhaps as a tea and coffee break) can visit and read what is posted.

Close with reports from each team and a reflection on what you have seen and heard:

- What were some of the poster images that struck you?
- What phrases are still ringing in your mind?
- What were ways of telling our story that really “worked” for you?
- What were some new insights you had into what we are doing here?
- What would you say is our next step with this story?

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

IAF Member Viewpoint – Book Review Request

Many excellent books speak to the different aspects of and perspectives on facilitation. It is important to keep the IAF community informed on the resources available to them.

*Sign up to be selected
as the IAF Community
Reviewer for the
August Book Review!*

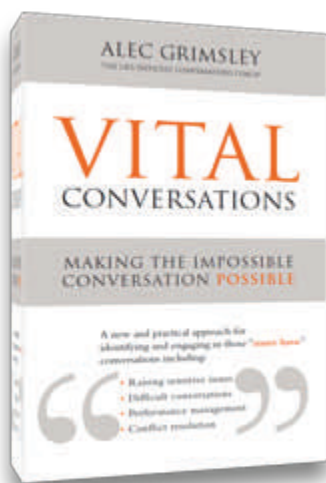
Authors (and publicists) approach us to have their new books highlighted in Global Flipchart. We are going one step further and asking you, the IAF community, to review these books.

If you are selected to review a book, it will be sent directly to you and you get to keep the book as a thank you for taking the time to submit a review of it.

This community review method will provide the readership with a relevant and current review, foster community discussion and provide the most current information directly to the IAF community. Reviews should be approximately 250 words in length and may be edited for clarity.

If you are an IAF member and are interested in reviewing the book highlighted below, please send your name to the Global Flipchart Editors at globalfipchart@iaf-world.org. The chosen reviewer will be notified by email.

Vital Conversations by Alec Grimsley



In an era where there has never been a greater need for transparency, integrity and personal accountability in our conversations, Alec Grimsley's new book encourages and inspires us to the right thing, the hard thing, the courageous thing in our communication with others. This authoritative book provides step-by-step guidance on preparing for, holding and, crucially, ending a vital but difficult conversation. Difficult Conversations Coach, facilitator and mediator Alec Grimsley writes in an engaging, clear and practical

style. The tone is breezy and conversational, but at the same time rigorous. The book is enlivened with icons and diagrams, and the overall structure is logical. Grimsley goes beyond the superficial layer of the words we use in a difficult conversation to explore what lies behind them, offering a quick digest of the scientific basis of emotions and how we construct our thinking. He also makes a well reasoned case that our ability to get better outcomes from these challenging dialogues will not be found in applying more techniques but in making a

significant shift in mindset.

The approach of *Vital Conversations* is eclectic and thought-provoking, drawing on sources from neuroscience to systemic thinking, from psychology to mediation. This book covers all the bases and has been cleverly written to make even the most complex aspects accessible and digestible for the reader.

Comments by Malcolm Stern, Channel 4 presenter (UK TV), psychotherapist and specialist in conflict resolution.

Message from your Global Flipchart Editors

Thank you to everyone who sent kind wishes and words of support for our new role. They are all very much appreciated.

We want to build on your feedback as much as possible. To that end, we are working on the creation of a new monthly column that will focus on using technology in facilitation. Building on the successful virtual facilitation session at the 2010 IAF North America Conference in Chicago, it will be exciting to learn more about the technology that is providing new opportunities in facilitation. Keep an eye out for the new column in coming Global Flipchart issues!

As you read in July's issue (and again in this one), we offer you the opportunity to share your thoughts on new and relevant books for those in the facilitation world. If you are selected as a reviewer, we ship you the book, you review it and then keep it as a thank you for sharing your insight with the facilitation community. We are developing a list of people interested in reviewing new books. To have your name added to it, email us at globalflipchart@iaf-world.org.

Do you have a new idea for content or relevant information that you would like included in the Global Flipchart? We welcome your submissions. Email us with your article or content ideas. We look forward to hearing from you.

Yours in ink stains,
Sharon Cathers and Karyn Dumble
Editors, Global Flipchart
globalflipchart@iaf-world.org

Have you had a disastrous facilitation experience that you're willing to share? Send it to globalflipchart@iaf-world.org and help prevent a fellow facilitator from making the same mistake.

UPCOMING IAF EVENTS

Conferences

26 August 2010 - Asia
Seoul, Korea

15 October 2010 - Europe
Helsinki, Finland

22 November 2010 - Australia
Hobart, Tasmania

12-15 April 2011 - North America
Denver, Colorado

Certification Events

23-24 August 2010 - Certification Event
Seoul, Korea

13 October 2010 - Certification Event
Helsinki, Finland

30 - 31 October 2010 - Certification Event
Kennesaw Georgia

12 - 13 November 2010 - Certification Event
Ottawa, Canada

22 - 23 November 2010 - Australia
Hobart, Tasmania

13 December 2010 - Certification Event
Geneva, Switzerland

26 May 2011—Certification Event
Rossum, The Netherlands