



March 2010

Global Flipchart

Note from the Chair

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Dear IAF Members,



Our 2010 conference in North America is in Chicago (a great city!) on April 20 to 23, 2010. This looks to be an outstanding

conference. We have an outstanding keynote speaker, Margaret Wheatley, who is a renowned author, speaker, and educator. In addition, we are holding three exciting new sessions – live action facilitation – that we've named "Fishbowl" sessions. This is an opportunity to watch and evaluate actual workshops, one facilitated by yours truly regarding how to design professional development events for the IIBA, another one facilitated by Gary Austin, which I will participate in, regarding the future of the IAF, and a third facilitated by Jo Nelson regarding planning for Logan Square in Chicago.

Looking ahead:

- We are working to develop more chapters after the success of our first chapter in Hartford, CT. If you know of a number of Facilitators in your area and would like to form a chapter, please contact Simon Wilson (affiliates@iaf-world.org). Chapters help bring the association to local Facilitators and enable you to be more engaged.
- We are working on new membership concepts for groups and corporations to grow our association. We are hoping to expand our membership by 15% this year and have quite a bit of work ahead of us to accomplish this.

- We are expanding our certification program to bring in those who use facilitative skills in their work. We are looking at this to help the many thousands of people around the world who use the skills we do, but don't define themselves as Facilitators.

We are looking at these areas to strengthen our association and keep us viable, thriving, and growing into the future. I look forward to seeing y'all in Chicago.

Ciao,

Gary Rush, CPF
 IAF Chair

Are you the next Global Flipchart Editor?

Would you like to get more involved in the International Association of Facilitators? We are looking for someone with editing and writing skills to take over as Editor of the Global Flipchart. Responsibilities include the collection of articles, and other information from the various IAF groups and perhaps write your own articles from time to time. No need to worry about the actual formatting of the Flipchart, just editing of what others provide!

Please send your name and credentials to: globalflipchart@iaf-world.org.

Invitation to Facilitate at the 13th Annual IAF Asia Facilitator Conference in Korea August 25-28, 2010 **Challenge, Change and Collaborate**

Dear Facilitators,

We are pleased to announce the 13th Annual IAF Asia Facilitator Conference and CPF Assessment to be held in Seoul, Korea. Seoul has been the capital city since 1394 and the center of business, international trade, politics, technology and education of Korea. Seoul National Capital Area is home to four UNESCO World Heritage Sites : Changdeokkung, Hwaseong Fortress, Jongmyo Shrine and the Royal Tombs of the Choseon Dynasty. We invite you to this dynamic city where modern high-tech coexists with traditional heritage.



The 13th Annual Asia Facilitator Conference schedule is as follows:

August 23-24 (Monday & Tuesday), CPF Assessment

August 25 (Wednesday), Pre-Conference

August 26-27 (Thursday & Friday), Conference with Concurrent sessions, 3 language streams of English, Korean, Bilingual (Interpretation Provided)

August 28 (Saturday), Post-Conference

Venue : Conference will take place at CJ Humanville (Training Center for CJ Group), Seoul.

Some nearby hotels will be available for your accommodations.

Over the years these conferences have built a reputation for being innovative, informative, enlightening and enjoyable. On an average the 150-250 participants have come from 10 + different countries in the Asia Pacific region and beyond, including Europe, Australia, United States, Africa. One of the keys to making these facilitator conferences successful is the quality of the facilitated workshops: both the concurrent sessions as well as the day-long pre conference and post conference workshops.

The theme of the 13th Annual IAF Asia Facilitator Conference is **“Challenge, Change, and Collaborate”**. We would like to help people **challenge** current status – current thinking,

process, practices and values – and encourage people **change** to improve their thinking and process, and eventually change organizational culture and leadership style by applying facilitation. Facilitation will also help people **collaborate** better to enhance teamwork and creativity in the organizations. **Therefore, through this conference, we hope to facilitate a momentum to challenge the current organization culture and leadership style and change to develop collaboration.**

Korea is also home to global companies like Samsung, LG, and Hyundai who are keen to develop global competencies in their leaderships. We believe this conference will bring a lot of attention to facilitation in Korea and provide great learning experience to Korean companies.

Because your expertise is important in building a solid foundation for the profession of facilitation, we sincerely invite you to be a presenter at the conference and to share your experience to create greater social awareness of facilitation and to contribute to the development of the Asia Facilitation community.

We are pleased to invite you to submit a proposal to conduct a workshop at this year's conference following criteria below.

Concurrent Sessions (August 26-27) :3 Language Streams: Mainly in English, one in local language (Korean) and one in bilingual (Interpretation Provided). These workshops run for 90 minutes, 2 hours or 3 hours.

Full day Pre or Post Conference Workshops (August 25,28) : These workshops, either in English or Korean, are for participants of all levels wishing to gain a greater depth in facilitation not possible in the 90-240 minutes conference concurrent workshops. Examples of past offerings include leading-edge facilitation methodologies, innovations in workshop design, and insights about working with diverse human dynamics.

Please indicate your interest to participate by sending an email to us first and followed by your submission no later than April 18th, 2010. After we receive your program proposal, a detailed linkage with conference theme will be sent out by the organizing committee. As you write the proposal, please note the IAF Competencies accompanying this packet-preference will be given to proposals illustrating these competencies.

The conference organizing team in Korea.

***Proposal Form to Facilitate A Concurrent/Pre/Post-
Conference Workshop
“Challenge, Change, Collaboration”***

A lesson in using selection criteria effectively

By Maxine Attong

I chatted with the workshop's organizer, after the group selected a new leader. I asked her why the group did not make a distinction



between the two candidates based on their tenure and familiarity with the organization since this would have made the selection process easier. Her answer was simple "Because you didn't ask." I was taken aback by her response.

When I got home I reviewed the workshop and its results and accepted that the organizer was correct, I did not ask which person had more experience - the one question that would have helped the group to identify the leader once and for all.

The group wanted to select a new leader and it was a contentious issue.

The pre-workshop meetings showed an acceptance of the group's informal "leader". However, before the leadership position could be formalized another woman threw her hat in the ring, hence the reason for the workshop.

During the workshop, the group identified and defined the criteria and the technical skills that the leader should possess that will take the organization through the next 10 years and see it achieve its goals.

The group went through the exercises, and power-balled the criteria, then ascribed characteristics to the candidates.

In my attempt to remain a neutral and objective third party, I did not ask any questions that would appear to be leading the group or giving suggestions about where the group should look for clarity.

As a result, the skill levels and characteristics that each candidate possessed were not ranked. The approach that I adopted led the audience to have an all or nothing approach. As a result the group said "Yes, each candidate possessed each and every characteristic." No assessment was made about the level to which the candidate possessed the particular characteristic. For example, the Team identified that the leader should have knowledge of the organization, its history and culture. The all or nothing approach meant that both candidates possessed knowledge of the organization. If the group used a rank of 1 – 5 with 5 being total knowledge the "informal leader would have

emerged with a higher score than the other candidate, since she was with the group for a longer time and had worked with most of the stakeholders in the last five years.

It was only in technical areas that the distinction was relevant since a candidate either had or did not have a qualification.

The group identified accounting skills as important for leadership. The "hat thrower" did not possess these skills whereas the informal leader possessed the skill.

Luckily for me and the group, the "informal" leader emerged as the chosen leader since she was technically qualified.

I take that lesson with me to all other workshops. Whenever there is a selection to be made I objectively lead the team through and push them to rank the choices and to give each choice a score. This may be an uncomfortable process for everyone involved since it calls for the group to make difficult and honest assessments and hard calls. The benefit is that at the end of the workshop, there will be a definitive decision that everyone can live with and can testify to why the selection was made.

Maxine Attong, of Trinidad and Tobago, is a Certified Management Accountant, Quality Manager and Facilitator. She is currently writing a Business Improvement Workbook that promotes the use of Teams and facilitated workshops to achieve the desired results.



DH FACILITATORS ARE 'CREATING NETWORKS' IN LIMA, PERU

The group hosts its third conference,
June 26-28, 2010

By Hans Gutiérrez

DH Facilitators is preparing to host its third annual conference on July 26-28, 2010 in Lima Peru. The theme of this year's event is 'Creating Networks'. DHF is a group of professionals interested in the development of facilitation in Peru and specifically: facilitation of community and human development.

DHF was created in May 2007 by Hans Gutiérrez. It began initially as a group of e-mails that later evolved into face-to-face meetings where members shared group methods with each other. These sessions were received enthusiastically and members began to apply the knowledge learned in their professional work and the volunteerism.

In August of the 2007, when the devastating southern earthquake of Peru occurred, DH Facilitators developed and applied a program entitled 'Human and Citizen Reconstruction' that provided emotional support to earthquake victims and helped to reinforce weakened community organizations. This program conveyed the importance of participation and collective action as tools to restore confidence and security and as a remedy for fear and despair.

This program marked the destiny of DH Facilitators. Its efforts continue to be directed toward the formation and enrichment of facilitators for human development. This includes collecting and integrating knowledge and good practices of facilitation. DHF's learning is enriched by a diversity of methodologies including humanistic psychotherapy, popular education and social development - even theatre where the voice, body and rhythm come into play.

For more information go to: www.dh-facilitadores.org.

En Español

LA EXPERIENCIA DE DH FACILITADORES

Por: Hans Gutiérrez

DH FACILITADORES es un grupo conformado por profesionales interesados en el desarrollo de la facilitación en el Perú y en específico: la facilitación del desarrollo humano y comunitario.

Fue creado por Hans Gutiérrez, en mayo del 2007, inicialmente como un grupo de correos electrónicos. Esta circunstancia hizo que paulatinamente sus integrantes, luego de interactuar virtualmente también lo hicieramos en forma real por lo que organizamos reuniones periódicas de auto-instrucción grupal, recogiendo con entusiasmo los conocimientos del colectivo para aplicarlos en nuestras labores profesionales y el voluntariado humanitario.

En agosto del 2007, cuando ocurrió el devastador terremoto del sur del Perú, DH FACILITADORES solidariamente se obligó a crear y aplicar el programa RECONSTRUCCIÓN HUMANA Y CIUDADANA para dar soporte emocional a las víctimas y en especial reforzar sus debilitadas organizaciones comunitarias, articulando acciones colectivas en base a la restauración de la seguridad, la confianza y promoviendo la participación en contraste con el miedo y la desesperanza de aquellos días.

Esto marcó el destino de DH FACILITADORES. Nuestros esfuerzos se dirigen hacia el enriquecimiento de la formación de facilitadoras(es). Recogiendo e integrando saberes para la buena práctica de la facilitación. Para ello nos enriquecimos de diversas escuelas, enfoques y metodologías desde la psicoterapia humanista, la educación popular y el desarrollo social. Incluso, desde el teatro, el cuento, la voz, el cuerpo y el ritmo para hacer de cada facilitador(a) un ser comunicativo, competente y consciente del desarrollo de su potencial humano, coherente con su rol ciudadano y capaz de desempeñarse profesionalmente en espacios de gran dificultad logística y de alta presión grupal.

Como todos los años, durante los días 26, 27 y 28 de junio del 2010, las y los integrantes de DH FACILITADORES se volverán a reunir en Lima - Perú, durante la III CONVENCION DE FACILITADORAS(ES) DEL PERU "Creando Redes" www.dh-facilitadores.org

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:

Assumption Articulation (or Surfacing Assumptions)

Intent:

Assumption Articulation brings to awareness assumption being made about the situation in a problem solving process and to check the validity of assumptions being made in a problems making process. Assumptions that are not valid can be dropped or changed.

Procedures:

Context

1. Bringing to awareness the assumptions about the problems and the situation in which the process. problem operates is an often overlooked but important process in the problem solving
2. Assumptions are always present and necessary.
 - a. They set limits on the problem and potential solutions.
 - b. They reflect operating values,
 - c. They simplify the problem.
3. Assumptions are self-imposed and not imposed by the situation.
4. Once assumptions are articulated then we can ask each assumption; "Is it necessary?" "Is it appropriate?"

Surfacing Assumptions

5. Write out a clear and as detailed as possible statement of the problem.
6. Write the focus question in the centre of a flipchart paper.
 - a. List all the aspects of the problem.
 - b. List all the constrains caused by the problem.
7. (1) Ask individuals to list 10 assumptions that we are making about the problem.
8. Put up all of the unique assumptions on a white board or flipchart paper.
9. (2) Look at the focused question, its aspects and constraints. List assumptions being made with them.

Examining Assumptions

10. Assign groups to examine the assumptions:
 - a. Write out the assumption as a sentence.
 - b. Ask is this assumption needed to do the project?
 - c. Ask if it is not necessary is it suitable?
 - d. Prepare a report to he larger group.
11. Have groups report their conclusions.
12. Discuss particularly those that are being recommended to be changed.

Notes

13. There are different ways of surfacing assumptions in this workshop. Marked (1)
14. and (2). In addition a list made by the facilitator can be a starting point. See <http://www.virtualsalt.com/crebook4.htm> for an example of the list

References:

This was take from Robert Harris' site Virtual Salt in the Problem Solving Section.. You can download from <http://www.virtualsalt.com/crebook4.htm>

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

UPCOMING IAF EVENTS

Conferences

20 - 25 April 2010 - North America
Chicago, IL, USA

22 November 2010 - Australia
Hobart, Tasmania

Certification Events

20 - 21 April 2010 - North America
Chicago, Illinois

17 June 2010 - Certification Event
Netherlands

23 September 2010 - Certification Event
Netherlands

5 October 2010 - Africa
South Africa

30 - 31 October 2010 - Certification Event
Kennesaw Georgia

22 - 23 November 2010 - Australia
Hobart, Tasmania

Welcome New IAF Members!

We extend a warm welcome to our colleagues from around the world who joined or returned to IAF from December 11th through January 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

Nickolas Yu, Sydney, NSW

Canada

Donna McBride, Calgary, AB
Edith Loring-Kuhanga, Saanichton, BC
Iad Abdul-Rahman, Brampton, ON
Jennifer Comeau, Ottawa, ON
Jennifer Scharf, Whistler, BC
Melanie Poulin-Delisle, Ottawa, ON
Nancy Dahmer, Mississauga, ON
Rennais Gayle, Calgary, AB
Shannon Hanson, Saskatoon, SK
Stephen Zanini, Calgary, AB

Guyana

Abbas Mancey, Triumph, E.C.D.

India

Balasubramanian Venkatraman, Chennai

Italy

Matteo Andreacchio, Milan

Japan

Eiko Yamashita, Fukuoka

Malaysia

Kantha Kumar Ramasamy, Jitra

Netherlands

Claudia van de Pol, Breukelen

Peru

Hans Gutiérrez, Lima

Switzerland

Virginia Diploudis, Thalwil

Taiwan

Amy Chen, Shichih, Taipei County
Jou Chun Chen, Taipei

United Kingdom

Alec Grimsley, Poole
Ana Herrera, London
Jon Pinkney, London
Stefano Olmeti, London
Stephanie Burns, London
Warren Towner, London

United States

Carl Mullins, Aledo, TX
Grace White, Kent, WA
Heather Butler, Washington DC
January Scott, Topeka, KS
Jeffery Cohn, Lombard, IL
Jennifer Tanner, Franklin, TN
Lottie Almonte, New York, NY
Michelle Foster, Dunbar, WV
Patricia Malone, St. Johns, FL
Paul Amundsen, Zion, IL
Renee Cherry, Charlotte, NC
Shelley Woodman Kaner, San Francisco, CA
Susan Ross, Oxnard, CA
Terra Winston, Chicago, IL