



# Global Flipchart

November 2011

## Member of the Month

**Karyn Dumble**

**Toronto, Ontario, Canada**



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### What is your name?

Karyn Dumble

### Where are you located?

Toronto, Ontario, Canada

### How long have you been a member of IAF?

Just over two years.

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

I started my own facilitation company a couple of months ago. It's called The Monarch Park Group. The practice is focussed on planning and team alignment.

Prior to that, I was Director of Chapter Development (which is code for "internal facilitator") at Autism Ontario for close to six years. Much of what I did there was planning and conflict resolution work.

With this business, I've shifted my focus a bit to try to get teams aligned and working together well so that there is not the same need for resolving conflict.

I also have a strong focus on virtual

facilitation. I was using online collaboration almost on a daily basis before so I'm very aware of the cost benefits it offers organizations, especially here in Canada where geography can be a significant challenge.

### What are your jobs within the organization?

Everything except bookkeeper and graphic designer – two roles I know I couldn't do justice.

### How do you use facilitation in your line of work?

I have been fortunate over the years. The people with whom I have worked have been very open to trying out facilitation techniques during what might have otherwise been a "standard" meeting. Not only has that given me ample opportunity to try out new techniques, it has also opened up people's eyes to the benefits facilitation can bring to a range of group work.

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

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## Member of the Month continued:

Here's the setting: One workspace shared by two organizations engaged in a partnership. Within that partnership we have four unions represented. The goal of one organization is teaching. The goal of the other is to provide therapy.

They have been struggling with low trust and us/them mindsets. This is underscored even by the language that they use to describe who they are helping. Half use the word "student" and the other half use the word "client."

We are working to bring everyone together, creating an appreciation for the distinct roles each person on the team plays, while at the same time trying to define the grey areas where it's everyone's responsibility to step up and help out. Our most recent piece of work together was to create a model for conflict resolution that they could all agree on. We needed to be clear that this was not replacing any conflict resolution pathways that their unions had; rather, this was an interpersonal first-step within their own workspaces. They started in small groups creating flowcharts and other visual representations of their ideal conflict resolution model. They quickly learned that they had very similar ideas between the groups on what the model looked like. Within an hour we went from ten separate models to a single one that the entire group agreed they had created together and that they had confidence to use going forward.

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

After six years of working at Autism Ontario, facilitating people with Autism Spectrum Disorder and their relatives (among many others), I've learned that the participant you might feel is being difficult isn't at all. It could be that they have Asperger's Syndrome or High Functioning Autism or perhaps just a bunch of the characteristics of an ASD. The many unwritten rules of working in a group setting will be absolutely foreign to them. The rest of the group can quickly pick up their lack of social etiquette and turn on that participant by demonstrating low tolerance of their meeting behaviours. As facilitators, we can't condone this. It's a huge reminder to us that we need to plan carefully for all of the participants in our care. It's on us, the facilitators, to make sure that everyone is afforded the opportunity to be great participants, even if this means some extra work on our part.

## Book Looking for a Reviewer: Beyond Help

by Camaron J. Thomas, Ph.D.



Everyone wants to help...or assumes they do. And yet, we live in a state of continuous conflict; in a culture where civil discourse and face-to-face communication skills are all but forgotten. What's happened to us?

Beyond Help examines the human condition through the prism of how we help. It suggests that all of our difficulties – personal, professional, social -- stem from the same source which also forms the basis for how we help. When we help, we are trying to address conflict in one form or another: conflict within ourselves, with others at home or work; in groups at church, the PTA, on the ball-field; over policy issues, health care, the future direction of social security, etc. Despite our best intentions, others often react poorly to our advice, our thoughts and suggestions, our perfect and obvious solution. This happens irrespective of whether we're giving supervision to an employee, counseling a client, or talking to an adult child. Others push back, they resist; they snap at us, claim they've already tried that, or ignore our ideas altogether...and we thought we were helping!

The problem is not helping per se; nor the helpers, let alone those who seek help. It's how we help: we help one person-self to another; one image of who we think we are, what we need and know, to another similar image. That image is attached to a particular outcome, a specific way of getting there, sometimes to helping itself;

we need “to get them to \_\_\_\_\_” – to do the right thing, make the best choice, stop doing this or that, or try to be another way. How we help is prescriptive and directive. It actually adds to the constant state of conflict we live in.

Clearly the broken nature of help deserves our attention but what's really important is what it's pointing to. It's pointing to a new direction – a transition that is already happening; that is all around us but we miss as we stare blindly at some device in our hands or move through life lost in thought. That new direction will in all likelihood be ushered in en masse by those who help. It is beyond the person-self, beyond our need to know, and even beyond thought. It will change everything, including everything we think we know about how we help.

This shift challenges us to go deeper; to tap into a different place; perhaps practice being elicitive, linking-up limbically and viscerally, building on inner experience as we hold our knowledge lightly, and recognizing the person-self as a stage in development. It will foster a new definition of help, a different relationship with conflict and truths, and an inner sense of quiet. Find this and more in Beyond Help, A Breakthrough View Of How We Help Ourselves and Others.

*If you are interested in reviewing Beyond Help, email Karyn at [globalflipchart@iaf-world.org](mailto:globalflipchart@iaf-world.org)*

## Oceania Region hosts successful webinar on the CPF process!

By Rhonda Tranks, Regional Director – Oceania

The regional leadership team in Oceania had the idea to run a webinar on the process involved in becoming a Certified Professional Facilitator. We decided to advertise it on the IAF LinkedIn discussion group thinking we may also get some interest from people outside our region. Wow! We were swamped with people from all around the world who were interested.

The webinar was hosted by Dave Rees, a CPF Process Manager, and Belinda Lowing, CPF, who also provided the vital technical support needed for virtual meetings and training. With Dave based in Nelson in the south island of New Zealand and Belinda based in Melbourne, Australia, they welcomed people calling in from Taiwan, Malaysia, Japan and Australia. Dave explained the process and it was a great opportunity for people to ask questions from their own perspective. We purposefully kept the group small so that there was room for such questions.

The first webinar was a pilot. There is a big waiting list of people from all around the world for the next one. There has been strong interest from the other Regional Directors to pick up on this initiative so watch out for notice from your own Regional Director (also keep your eye on the IAF LinkedIn discussion group and IAF Twitter).

With members sprinkled across the vast distances covered by our region and also wanting to reach out to our IAF colleagues around the world, professional development opportunities via webinars is a strategy we want to pursue. The Regional Directors want to work together to offer them to all our members around the world.

Watch out for more in 2012.



Rhonda Tranks  
Regional Director  
IAF Oceania

# Welcome New CPF's

**Congratulations to our members who recently earned the status of IAF- Certified Professional Facilitator™ (IAF-CPF™)**

## **October 12– 13th, in Istanbul, Turkey**

### **Denmark**

Helle Nørlev, CPF, Nørlev Kommunikation

### **Finland**

Aki Koivistoinen, CPF, Dazzle Oy

### **France**

Jean-Philippe Poupard, CPF, Formapart

### **Germany**

Edwin Irwanto Sutedjo, CPF, Nokia Siemens Networks

### **Hungary**

Jayna Johnson, CPF, UNHCR

### **Oman**

Ali A. Redha Mohd Al Lawati, CPF, Petrogas

### **Poland**

Ewa Malia, CPF, Polski Instytut Facylitacji

### **Russia**

Alexander Brazhnik, CPF  
Anna Gribanova, CPF, Training Institute-ARB Pro

### **Sweden**

Kenny Andersson, CPF, Swedish Defence Materiel  
Administration  
Björn Blondell, CPF, Swedish Defence Materiel  
Administration  
Yvonne Calme, CPF, Swedish Defence Materiel  
Administration

Christine Kiliam, CPF, Kiliam Communication & Leadership  
AB

Annika Kjellini, CPF, Logica

Anna Nilson, CPF, Avanza Bank

Cecilia Rydin, CPF, Molnlycke Health Care AB

Sara Sjöblom, CPF, Move Management

### **Switzerland**

Claire Bellman, CPF, International Committee of the Red  
Cross

## **October 29 – 30th, in Kennesaw, Georgia, USA**

### **Georgia**

Tawni L. Blamble, CPF, The Coca-Cola Company

Juana Cunningham, CPF, Georgia Institute of Technology

Wanda F. Muhammad, CPF, Quality Assist

### **Idaho**

Marsha Bracke, CPF, Bracke and Associates Inc.

### **Maryland**

Maria Carrasquillo, CPF, MJH Consulting

### **Tennessee**

Gary McClure, CPF, C3 Consulting

### **Virginia**

Blair Alan Knapp Jr., CPF, Robbins Gioia, LLC

# A View from the Board

By Sheryl Smail

Director for Professional Development



## Overview

This View from the Board gives an overview of decisions and other items addressed at our November board meeting. It also gives an overview of the initiatives that are being progressed in my own portfolio, Professional Development.

## Board Update

As the Board nears the end of 2011, we are focussing on both 2011 priorities and preparation for 2012. Key decisions from our November meeting are:

- Proposed revisions of IAF Bylaws were approved. The proposed revisions were outlined in the October Global Flipchart and feedback was invited from members in October. In November, members will be invited to vote on them, so please vote!
- Amendments to the practical guidelines for setting up IAF chapters and the chapter bylaws template were approved. This is the result of extensive debate and input over some months.
- A hotel in Amsterdam was approved as the venue for the Board's annual face-to-face meeting in January. The selection of Amsterdam followed modeling of the travel and accommodation costs of a number of alternative locations, given the diverse global residencies of Board members. Also considered were ease of travel, and proximity of local membership.
- A format and process for the 2012 business plan and budget were agreed. In addition to a draft budget, each current Board member is to provide a review of progress relative to the 2011 business plan in their area of responsibility along with a draft section of the 2012 business plan for their portfolio. This latter is to cover: issues and risks; strategic priorities; measurable objectives for each quarter; and support needed. The new Board will finalise the resulting draft business plan at the January face to face meeting.
- A Board Performance Appraisal format and process was approved. This will enable the Board to self-review the robustness of our systems and processes and the effectiveness of our performance. The feedback will be considered by the new Board at its January meeting.
- The criteria were approved for a pilot IAF North America Facilitation Impact Awards. The focus for these Awards is on the impact the facilitator has achieved for the client organisation, group or community as well as the quality of the facilitation services provided, including active reflection of the IAF Competencies and Code of Ethics.

## Key Professional Development Initiatives

A primary focus for the Professional Development Strategic Initiative area globally is on the provision of the Certified Professional Facilitator (CPF) programme. CPF events have been held this year in Watford, United Kingdom; Denver, Chicago and Kennesaw in the United States of America; Rossum, Netherlands; Bangalore, India; and Istanbul, Turkey. Congratulations to all who achieved CPF in 2011!

Further CPF opportunities are planned for 2012 in Melbourne, Australia on March 4<sup>th</sup> and 5<sup>th</sup> with a Part 1 application deadline of December 5<sup>th</sup>, May 7<sup>th</sup> and 8<sup>th</sup> in Halifax, Canada with a Part 1 application deadline of February 7<sup>th</sup>, and a Dutch-language CPF

event in the Netherlands on May 31<sup>st</sup>, with a Part 1 application deadline of February 29<sup>th</sup>. For more information on certifying as a professional facilitator and to keep posted as new CPF events are scheduled, check out our IAF website <http://www.iaf-world.org/index/Certification/Certification.aspx>. For your Certification Application Packet please email Beatrice Corley: [certify@iaf-world.org](mailto:certify@iaf-world.org).

In addition to the CPF programme, the Professional Development portfolio has four initiatives that are in the early phases of exploration or implementation.

### ***IAF Methods Database***

A committee, comprising Sandor Schuman, Robin Postel, Neil Gowan, Gillian Chambers, David Butters, Maureen Jenkins and Peter Bootsma, has been formed to review the strategic value of the IAF Method Database for the IAF and its members, and to make recommendations to the Board.

### ***Global IAF Professional Development Strategy***

The IAF does not currently have a formally articulated Professional Development Strategy. A small working group is to be established to develop a draft strategy. A multiplicity of mechanisms will be used to seek members' views during the development phase. Members will also be consulted on the draft IAF Professional Development Strategy document.

If you are interested in participating as one of two regional representatives on this Working Group please contact your IAF Regional Director – see the web link below for the full listing of directors

<http://www.iaf-world.org/AboutIAF/BoardofDirectors.aspx>

### ***Recognition of Facilitation Training Programmes***

The Board has approved the establishment of a working group to “research a process for the formal recognition of training programs that are consistent with the IAF competencies.” The role of this working group is outlined below.

1. To build on previous IAF work on formal recognition of training programmes that are consistent with the IAF competencies
2. To research what approaches, processes and review mechanisms other professional associations use to formally recognise training programmes that are consistent with their required competencies
3. Proactively engage members, including placing questions in the yearly membership survey planned for later this calendar year.
4. Having taken the above into consideration, to recommend to the IAF Board a process or options for formal recognition of training programmes that are consistent with the IAF competencies

If you are interested in participating on this working group please email me immediately at [prof.dev@iaf-world.org](mailto:prof.dev@iaf-world.org).

### ***Strengthening Global Pathways to CPF***

There are a number of initiatives underway to improve access to certification as a professional facilitator. Some of these initiatives are being led at a regional level. These initiatives include, but are certainly not limited to:

- Extending the languages in which the CPF assessment can be undertaken
- Webinars to improve members' understanding of what is involved in applying for CPF
- Exploring opportunities to use new technologies to overcome geographic and financial barriers to CPF
- Exploring formal recognition of training programs that are consistent with the IAF competencies to enable IAF guidance to facilitators who seek CPF (see above)

If you would like to contribute to any of these initiatives do not hesitate to email me at [prof.dev@iaf-world.org](mailto:prof.dev@iaf-world.org) and I can put you in touch with the relevant people.

Thank you!

## METHOD OF THE MONTH

# THE WIND BLOWS FOR

### Objectives

To learn new things about group members; to recognize similarities and differences  
Great as a first activity or to break up a long workshop

### Preparation

Have one chair for each person (or other place marker such as a post-it note or a piece of tape). Chairs are arranged in a circle with participants sitting in the chairs. If the facilitator is going to participate, s/he starts in the middle. If the facilitator is not participating, than s/he invites one volunteer to stand in the middle removing the volunteer's chair from the circle.

### Directions

One participant stands in the middle and says "The wind blows for...(insert statement that applies to participant here)" and then everyone to whom that statement applies gets up and tries to find an empty chair. Participants may not move to a chair right next to the one they were just sitting in. Since everyone (including the person in the middle) is looking for a new chair, one person will be left without a chair... and that person becomes the one in the middle. It is best to start off with a statement that will get everyone to move.

### Example statements: The Wind Blows for anyone...

who brushed their teeth this morning  
whose parents are divorced  
who took the bus to get here  
etc.

### Alternatives

If you want to do this outside (or any area where don't have chairs) you can use other place markers. For example hand out post-it notes and have everyone in the circle mark their spot with the note before you begin. Just be careful that people don't step on each others' toes while racing for the open spots!

*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)*

## From Your Global Flipchart Editor



I want to thank Kimberly Bain, Regional Director for Canada and Vice Chair of the IAF Board, for allowing me the opportunity to be the Member of the Month. Every month I receive the completed questionnaire from the chosen member and read it with great interest. It was thought-provoking to be on the other end of it, trying to decide what “sound-bites” to include that might be the least bit interesting to all of you. Thank you, fellow members, for allowing me that moment of self-indulgence in responding to the questionnaire.

As a new business owner in the field of facilitation, I am learning a lot. One of the topics that I read in the LinkedIn discussions with great interest is anything related to fees and how my fellow facilitators are determining prices. For all of you that have contributed wisdom to the discussions, thank you. I’ve learned a lot from you. One of my biggest takeaways has been to value my services and not to undercut myself in pricing. This big new world of self-employment can be scary at times, to be quite honest with you.

One of my first clients asked how much I would charge for a session. After getting more details and determining the scope of work involved, I quoted a price. Their response was that they didn’t have the budget for that. Rather than replying right away, I paused for a reality check with a colleague that I hold in very high esteem. She reminded me why I’m worth what I charge, that my rates are not out of line for the area and the work I do, and, perhaps most importantly, she reminded me that some people will always haggle. For that I thank her because before long the client “found” the money for the work once I reinforced the value they were getting. I will tell you that I was holding my breath for a while there, hoping I hadn’t scared off new business.

Overall, I can say so far so good. I’d love to hear about your start-up stories and I’m sure that I’m not the only one who would benefit from your generosity of spirit.

Send along a few words telling the Global Flipchart audience about your pins-and-needles moments as a facilitator to [globalflipchart@iaf-world.org](mailto:globalflipchart@iaf-world.org).

Yours in ink stains,

Karyn Dumble, CPF

Editor

[globalflipchart@iaf-world.org](mailto:globalflipchart@iaf-world.org)

# UPCOMING IAF EVENTS

## CONFERENCES

[IAF Oceania](#): 7-9 March 2012—Melbourne, Australia

[IAFNA](#): 9-12 May 2012—Halifax, Nova Scotia, Canada

## CERTIFICATION EVENTS

17 November 2011 -The Netherlands (Dutch)

4-5 March 2012—Melbourne, Australia

7—8 May 2012—Halifax, Nova Scotia, Canada

## Chapter Updates

### Chicago Chapter:

- We officially became a chapter at the last board meeting. Gary Rush is the interim President. Lee Crumbaugh is the interim Secretary. David DeWitt is the interim Treasurer.
- We meet the last Friday of every month at 7:30 am at a downtown Chicago eatery. We have 10 to 15 attendees during the morning sessions. We have over 30 members.
- Once a quarter, we hold events. Our first event is December 9th from 4:00 pm until 7:00 pm. The location is “Thinkubator” at 312 N. May Street, 6D, Chicago, IL 60607. It is open to everyone. The topic is, “Creating the Appropriate Solution to Ensure Success.”

## Welcome New IAF Members!

*We extend a warm welcome to our colleagues from around the world who joined IAF from  
October 14th thru November 15, 2011*

*(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 71 countries: 1200***

### **Argentina**

Gabriela, Koenig, Salta

### **Australia**

Deborah Mann, St. Kilda, VIC

Janet Rice, Footscray, VIC

Catherine Santo, Kew, VIC

### **China**

Virginia Humud Guerrero

Kenneth Tse, Hong Kong

### **Columbia**

Melissa Schellekens, Bogota

### **Denmark**

Andreas Isholm, Svendborg

Peter Lentz, Copenhagen

Mette Ullersted, Vejle

### **France**

Roberta Faulhaber, Paris

Arifon Jean, St. Vit

Le Thi Lan Huong, Paris

### **Italy**

Rosalud De La Rosa, Rome

Ilaria Sisto, Rome

### **Nigeria**

Gbenga Folayan, Lagos

### **Norway**

Anniken Solem, Trondheim

### **Russia**

Mikhail Rossius, Moscow

### **South Africa**

Kevin Rogers, Johannesburg

### **Trinidad**

Hyacinth Guy, Port of Spain

### **United Arab Emirates**

Ali A. Redha Al Lawati

### **United Kingdom**

Liz Tayfun, Daventry, Northants

### **United States**

Juana Cunningham, Atlanta, GA

Robert Freytag, Goose Creek, SC

Lynn Garrison, Eminence, KY

Sandra Hardy, Fort Kno, KY

Jack Hilty, Chicago, IL

Jiro Isetani, Portland, OR

Randall Rollinson, Chicago, IL

Julie Thompson, Chantilly, VA