



INSIDE:

- Countdown to Helsinki 2010 – 20 Questions Answered

... and much more!

#10 OCTOBER 2010



Europe is one of seven regions within the International Association of Facilitators. The IAF Europe team members volunteer their time to plan and support activities and services for IAF members living in Europe, supported by Entendu Ltd.. Contact us at pamela.lupton-bowers@iaf-europe.eu; gary.austin@iaf-europe.eu; kristin.reinbach@iaf-europe.eu; rosemary.cairns@iafeurope.eu, or speak with Ben Richardson or Nicki Cadogan of Entendu at office@iaf-europe.eu.

ABOUT THE NEWSLETTER

The IAF Europe Newsletter is published monthly by the IAF Europe Regional Team for members of the International Association of Facilitators living within Europe.

Editor: Rosemary Cairns

Design: Christian Grambow | www.christiangrambow.com

Contributors: Lars Borgmann, Carolien de Monchy, Martin Gilbraith, Martin Grimshaw, IAF Methods Database, Sona Karikova, Julie Larsen, Jan Lelie, Pamela Lupton-Bowers, Gillian Martin Mehers, Nick Payne, Ben Richardson, Nille Skalts, Michael Wilkinson.

Cover picture: In this issue, Nick Payne shares the story of how he teaches people in his Art of Harvesting workshops to become comfortable and confident in generating their own graphic responses to words and concepts, building confidence in their ability to improve and create in the moment. The cover picture comes from one of his Art of Harvesting workshops. (Photo courtesy of Nick Payne)

Please send your contributions to your Newsletter to rosemary.cairns@iaf-europe.eu

#10 OCTOBER 2010 - CONTENT



4 IAF-BENELUX CONFERENCE 2010
BRAIN BUSINESS AND FACILITATION
By Carolien de Monchy



8 20 QUESTIONS ABOUT HELSINKI
By Ben Richardson



12 FACILITATING THE UNKNOWN AND
MASTERING IT
By Sona Karikova



14 TAKING THE LONG ELEVATOR:
13 TIPS FOR GOOD PECHA KUCHAS
By Gillian Martin Mehers



16 PLAYING AND LEARNING AT
FACILITATIONCAMP
By Martin Grimshaw



18 DANSK FACILITATORTRÆF 2010
DENMARK'S FACILITATOR GET TOGETHER
By Nille Skalts



20 THE ART OF HARVESTING
INTERACTION IN GROUPS
By Nick Payne



22 DEVELOPING A MISSION STATEMENT:
A CASE STUDY
By Michael Wilkinson

IAF-Benelux Conference 2010

Brain Business and Facilitation

By Carolien de Monchy

Since 2004, IAF-Benelux has organized an annual conference for Dutch speaking facilitators in the Benelux. The exception was in 2008, because in that year the IAF-Europe Conference was held in the Netherlands, hence everybody could (and should!!) attend the IAF-Europe conference.

As treasurer of IAF-Benelux, I have been involved in the organization of all the conferences. It is funny to notice that in one way all IAF-Benelux conferences are different: qua theme, speakers, programme, venue, number of participants. On the other hand the conferences show a remarkable similarity: qua atmosphere, network and organization.

In this article I will share some experiences on the organization of the conference using the 2010 conference as an example.

Initiative: Jan Lelie

The start of the organization is always an e-mail (or a telephone call) from Jan Lelie. He connects a bunch of facilitators and starts organizing a first

meeting. This might take some time - this year we started in February 2010.

The 'we' are some of us from the last year's conference strengthened by some others, I do not know how they get involved but they do. (Usually slightly bewildered at finding themselves on an organizing committee.)

Choose a theme

In the first meetings, we concentrate on finding a theme. Jan Lelie facilitates this part of the session, giving ample room for all ideas to come up. This year, the theme was: the brain. Brain research is 'hot', we were told, so we should do 'something' with the brain.

We spent some hours exploring how knowledge of brain processes might help facilitators and in the end we came up with a theme: bring your client and let us explore how to use brain knowledge in facilitating.

The name of the conference was "HoofdZakelijk Faciliteren", meaning both that our main business



is facilitating and the use of our brains in facilitating. We developed a sign for facilitating: showing two thumbs up pressed together. It is based on a "model" of the brain: where the two thumbs are crossed over "the brain", like the main nerves.

We used a third picture for the business like meeting: a handshake.

The conference concept

In connection with choosing a theme, we build a concept of the conference: big or small scale, just our well known in crowd of facilitators or lots of other people, aimed at beginners or only for experienced facilitators?

This year we wanted to have a real big event: we wanted all facilitators to come and bring their clients and also to bring in new facilitators with their clients. Being really ambitious, we decided to look for a big venue, so we could hold at least 250 persons. And why not strive for 300? We planned the conference for June 18, 2010.

Loosely organized committee

Although the organizing team is slightly different every year, we fall into a pattern of interactions which I call a loosely structured self organising team. Somehow or other we do not have a strong leader in the group, everybody works as he or she thinks is the best.

This year, we fell into subgroups organizing different aspects of the conference. Robert Verheule and Ria van Dinteren started organizing the 'brain

speakers' for the morning programme. As Ria edited a brilliant book "Brein@work" (in English: Brain@work) about the working of our brains and the use of this knowledge in education and business, she had excellent contacts in the field.

In the afternoon we planned to have very special facilitated workshops: the managers would bring in a question and the knowledge from the morning sessions would be used to work on this question. Some of us worked on this idea of facilitated workshops.

Then we had somebody finding a venue and negotiating terms and we had a group for the marketing. We wanted to use the 'social media' like LinkedIn, hives and face book. Jan Lelie started a group in LinkedIn, and he and Marten Schröder designed a special website for the conference: www.hoofdzakelijkfaciliteren.nl/conference

Summer nears - where are the participants?

In April and May, we worked on the conference in our little groups. The programme shaped up rather nicely, and we found a big venue. However, five weeks before 18th June, we only had 12 participants! And we needed at least 120 for break even.





We needed to make a decision, which was not easy with this distributed responsibility, but we managed. We decided to postpone the conference to Friday 17th September 2010.

Conference redesign

In the beginning of June, we planned a team meeting with the IAF-Benelux board, to discuss why do so few participants sign up for the conference. Is it the programme? The theme? Is our marketing not working?

An important conclusion was that our ambitions for the conference did not match our organizing capacity. To succeed, we needed to plan the conference on a much smaller scale. We kept the theme and the morning programme, but in the afternoon we decided to invite all facilitators to show how they use specific 'brain principles' in their work.

This meant a serious reframing of the afternoon programme: good bye to workshops for the clients and their questions, and hello to sharing ideas on facilitation and facilitators questions. And we needed a venue for a much smaller scale conference.

End of August: go or no go?

During summer, we send out as many invitations to the conference as possible. Fortunately some 15 facilitators volunteered to run a workshop. And the number of participants went up, so by the end of August, we had 45 participants, including all workshop leaders, organizers and speakers.

Before September 1st, the venue needed a 'go / no go' decision - and this was not easy. Some members of the organizing team had dropped out for perfectly good reasons, and we were left with two people to do the work with the support of some others.

Still, we wanted to conference, so we set out for a final sprint. As usual, the last part of the journey is a lot of work, but we managed.

17 September: The day!

On Friday September 17th, all speakers and workshop leaders meet in the venue. From the 55 persons who applied for the conference, 53 show up. This is quite remarkable, and as an organizing team, we are proud. The conference is a great success.



All pictures by Jan Lelie

In the morning, Ria van Dinteren facilitated the connection between several interactive presentations on brain research in superb fashion. In the afternoon, we had two sets of about five workshops on topics more or less related to the subject.

The atmosphere is fantastic, the venue is great, and the participants tell each other how interesting this is and how much they have learned. 'The best conference till now', some persons told us.

See our website http://www.hoofdzakelijkfaciliteren.nl/conferentie/?page_id=741 for an impression - and if you understand Dutch, you can listen to the speakers!

And now?

Looking back, one forgets how many hours we spent organizing the conference, how tedious it was, how irritated one felt, and how confused. What is left is the results of the day, and how we made the conference all together, learned a lot and had a wonderful time. It was great to receive all the thanks and praise for the conference, wonderful.

I trust that next year another organizing team will be formed, for frankly speaking, I cannot imagine IAF-Benelux without a conference. Who wants to join?

ABOUT THE AUTHORS



Carolien de Monchy, CMC (Certified Management Consultant) and CPF (Certified Professional Facilitator), graduated as an organizational psychologist. For 10 years she held various positions within an insurance company, including HRM consultant and operational manager. Since 1991 she has worked in a network of independent management consultants on projects in organizational development. She has designed and facilitated strategic learning processes in professional service firms and departments, based on facilitation, interactive learning, and team coaching. Carolien is guest lecturer at the Haagse Hogeschool and the Open University, and is the author of two books and several publications on professional development. She is Treasurer of IAF Benelux.



Jan Lelie (1957) works as a facilitator for mind@work, his own company. He has worked as a change partner using emergent, facilitative tools, techniques, methods and modes all his life for different companies, institutes and organizations. He is one of the founders of the Dutch platform for facilitation, IAF-Benelux. Jan is CPF, married, lives in The Hague without 2 children.

WEBSITE LINKS

- You can find Jan's pictures from the conference, held at Kaap Doom in Doom, Netherlands, at www.hoofdzakelijkfaciliteren.nl/conferentie/?page_id=741
- The name of the conference was "HoofdZakelijk Faciliteren", meaning both that our main business is facilitating and the use of our brains in facilitating.
- We developed a sign for facilitating: www.hoofdzakelijkfaciliteren.nl/conferentie/wp-content/files/fac.gif showing two thumbs up pressed together. It is based on a "model" of the brain: www.hoofdzakelijkfaciliteren.nl/conferentie/wp-content/files/hoofd.gif where the two thumbs are crossed over "the brain", like the main nerves
- We used a third picture for the business like meeting: www.hoofdzakelijkfaciliteren.nl/conferentie/wp-content/files/zak.gif

20 Questions about Helsinki

By Ben Richardson

1

What are the conference dates and times?

The conference begins at 17:30 on Friday October 15 and continues until 15:00 on Sunday October 17, 2010.

2

Can I still register for the conference?

Yes, you can. Accommodation is completely booked at the Sofia conference centre but we have booked space at two additional hotels and will run a shuttle bus service to bring you from the Rantapuisto Hotel or the nearby Metro Station (the Scandic Simonkentta Hotel is on the Metro line).

3

What if I've arranged my own accommodation off site?

No problem. Let the conference office know where you will be staying by emailing us at conference@iaf-europe.eu, or call us in Helsinki when you arrive at 09 2316 5522.

4

How do I register for pre-conference workshops?

You register directly with the presenters. Details can be found at www.iaf-europe-conference.org/pre-conference_programme.pdf

5

How do I register for the conference workshops?

This will be done on site, after you arrive. But plan ahead – make a list of what you would like to attend, so you will be ready to add your name to the lists. http://www.iaf-europe-conference.org/conference_programme.pdf

6

How do I get to the Sofia conference centre from the Helsinki airport?

The Sofia Cultural Centre is located 15 km from the Helsinki city centre and 25km from Helsinki-Vantaa airport. A taxi from the airport to the Sofia will cost around €40 and will take 30-45 minutes.

7

How do I get to the conference centre from downtown Helsinki?

From the city centre, take the Helsinki metro to Vuosaari. Then either take a taxi to Sofia (8-11 euros) or take bus number 96 from Rastila, get off at the Kallahdenraitti stop and walk 1.2 km to Sofia. The conference venue address is: Cultural Centre Sofia Kallvikintie 28 FI-00980 Helsinki. There is plenty of parking at the venue if you are driving.

8

How do I arrange to share a taxi from the airport?

There is an active Linked-In group, established by Gary Austin, which is helping people match up their travel plans so they can share taxis. Join the list if you would list to connect on taxis – or anything else conference related. See IAF Europe 2010 Conference - Helsinki, Finland.

9

When can I check in to my room at the Sofia?

Rooms are available to for check-in from 14:00 hours on the day of arrival. Check out time is 12:00 hours on the day of departure. A luggage store is available.

10

When will the shuttle bus be operating?

The shuttle bus service running between the Rantapuisto the Vuosaari Metro Station and the Sofia will operate every hour between 4-10 p.m. on Friday October 15, and on Saturday October 16th as follows: every 30 minutes between 8am – 10 am; every 30 minutes between 5pm – 7pm; every 30 minutes between 10pm- 11.30pm. On Sunday October 17, the bus will operate every 30 minutes between 8am – 10am

11

When does conference registration start?

Registration will be open from 15:30 until 18:00 on 15th October. This will be held in the reception of the Sofia. If you arrive late and registration is closed please ring Nicki Cadogan on +44 7939 990854 or Ben Richardson on +44 7971 584828. There will be a conference desk situated in reception for the duration of the conference.

12

Will I be able to check my email during the conference?

Internet Access is available to all those attending the IAF Conference. In Conference Rooms, connection is available by both Wi-Fi and hardwired connection. All bedrooms have free wireless internet connection.

13

What about meals and refreshments?

All meals will be in the Dining Hall (otherwise known as the Ceremony Hall in the programme) situated off reception. Meals and tea/coffee breaks are included in your delegate fee but you are responsible for any further purchases/ bar bills. IF you haven't advised us that you have special dietary needs, we assume you have none. If you do have special needs, let us know immediately so we can advise the chef.

14

What will the weather be like?

In mid-October, the temperature in Helsinki is typically between +2 – +9° C and rain can be common. Sofia is located on a peninsula by the sea with strong winds, so please equip yourself accordingly. If you plan to take walks in the magnificent surroundings of the centre or wish to try out Nordic walking, good jogging/trekking shoes will make it even more enjoyable.

15

Should I bring my bathing suit?

Absolutely. The Finns will tell you that there is nothing as invigorating as a good sauna and a swim in the sea. But there is an indoor pool at the centre if you would prefer something less brisk. See www.iaf-europe-conference.org/accomodation.html for a picture of the pool.

16

Can I find out in advance who wants to talk informally about specific topics at Helsinki?

We are using Linked In to have a “red thread” or ‘Punainen Lanka’, which is a discussion thread that can wind its way through the conference in Open Space fashion. Some topics already have been identified. Feel free to add your favourite topic to the list, and start talking about it even before the conference...

17

I want to find out more about how to organize an IAF Chapter. Will there be information available?

Absolutely. Kristin Reinbach, our team member responsible for chapters, is organizing an informal gathering for people who would like to know more about the nuts and bolts of organizing a chapter. This will take the form of a Chapter breakfast between 07:50 and 08:50 on Sunday morning.

18

Is there going to be a Members' Meeting?

Yes. Simon Wilson (IAF Global Board, Membership and Affiliates), will be hosting a meeting of IAF members between 18:00 and 19:00 on Saturday in Meeting Room 2.

19

I would like to see a bit more of Finland while I am in Helsinki. Can you help?

No problem. Our Finnish hosts are offering some unique opportunities to explore the area. Sample the sights and history of Helsinki on an afternoon excursion or travel by ferry for an overnight stay in picturesque Tallinn. If you want to sample the open air and the nature of Finland join the group who will walk and camp in the Nuuksio National Park. Places are still available. Please find out more on the website or contact your guides:

Excursion to Helsinki

Pepe Nummi
pepe@grapepeople.fi
+358 (0)415 374 757

Overnight trip to Tallinn

Camilla Reinboth
camilla.reinboth@sosiosolve.fi
+358 (0)405 653 910

Walk in the Nuuksio Park

Piritta Kantojärvi
piritta@grapepeople.fi
+358 (0)400 664 889

20

I can't attend but I would like to learn more about what's happening at the conference. Will there be some way to “virtually” attend?

We are going to set up a Posterous site and will be encouraging people to “blog” to Posterous from workshops and events, to share highlights, pictures, and so on. We are just working on this now. We will post the details on the Linked In IAF Europe conference site next week.

IAF EUROPE CONFERENCE

HELSINKI, FINLAND | OCT. 15-17

GREETINGS FROM THE REGIONAL REPRESENTATIVE



The IAF Helsinki conference team has been working long and hard for many months, and when you look at the programme you will agree that their efforts have borne fruit.

The website announces a wonderful conference and it is with regret and sadness that I inform you that I am unable to join you all in Finland. A previous commitment for a year long programme for the World Health Organisation commits me to working in the Maldives that week, teaching facilitative learning to biorisk scientists from the Asia Pacific region.

Despite my exotic location, I am envious of your involvement in this most mystical and magical event. You will travel through 'light' and 'darkness' and take 'heroes' journeys' through 'serious gaming and magical innovation'. You will leave with new skills in strategic planning, virtual facilitation, process design and managing change.

On your journey you will meet new friends and new magicians to light your way. I envy you the evenings of treasure hunts and saunas.

I wish you all a magical experience, one which will not only exceed your expectations for this conference, but will plant within you an unquenchable thirst for learning and growing your facilitation experiences beyond Helsinki.

Our region is in the process of launching local and national IAF chapters which will continue these development opportunities. Some of you will meet together in Helsinki to share your ideas and plans. Others who have not yet formed will have the opportunity of speaking with the Europe Team to discuss how you might 'join the clans' – as we said in Edinburgh in 2008.

Our vision is that local chapters will organise a number of gatherings that will enable you to continue your journey until we all meet again in Turkey 15-17 October, 2011 where I hope to meet you personally.

I will send you sunshine and warmth and expect to hear great celebrations about the success of Helsinki.

My very best wishes to you all

Pamela



Facilitating the unknown and mastering it

By Sona Karikova

During my studies, I came across a quote that captured my attention. And I couldn't stop thinking about it.

"The facilitator's uncertainty had led him to wait too long, and now it was too late. He felt even more unsure what to do next, sensing that any intervention at this point might result in his dismissal. Realizing that he had not been adequately in touch with the group life, he did nothing. The group struggled for some time to regain a semblance of normal functioning, but the event was not a success."¹

Being a facilitator is not easy at the best of times. In order to monitor even the most subtle signs of group processes, a facilitator needs to be a highly sensitive individual, yet he/she is required to remain impartial and constructive.

A facilitator is the anchor steadying the ship in the most turbulent storm, but what happens

when the anchor itself loses grip and starts moving?

There are situations when the facilitator, in charge of smoothing the process, easing it, making it possible and helping, faces an internal or external challenge, that shakes the facilitator's calm and ease to its core.

How does a facilitator "facilitate" himself/herself in such a situation in order to facilitate others, when things go from bad to worse during the facilitation? My research into "Facilitating the Unknown and Mastering it" investigates this phenomena and challenging state of mind and can perhaps serve as a guideline for inexperienced and even experienced facilitators.

When I told my fellow student friends of my chosen subject for my dissertation project, they all gave me puzzled looks. I guess that look was dedicated to the abstract nature of my subject. What became quickly apparent was the fact that some-

¹) Phillips, LD. © Phillips MC. (1993). Facilitated work groups: theory and Practice. *Journal of the Operational Research Society*, 44 (6), 533 - 549.

how I've chosen the one subject that - even though some people have touched the surface - hasn't been researched in depth. Whilst understanding the challenges of this research, I was never in doubt as to the choice of my subject.

In this study, my aim was to better understand the phenomenon of when facilitators find themselves in challenging situations, and how they face the unknown and master it.

This qualitative study was conducted using the phenomenological approach, that enabled me to study the participants' individual facilitation experiences and inner responses, emotions, thoughts and coping mechanisms in regards to such situations. The study was performed using the interpretative phenomenological analysis (IPA).

A sample of 9 highly experienced facilitators participated in semi structured interviews. Analysis has shown that facilitators frequently use a wide range of coping mechanisms to master the unknown - a variety of unexpected, unknown and challenging situations/feelings facilitators experienced. The nature of coping mechanisms varies. Some of them are as simple as breathing exercises and some of them involve great complexity, which include aspects of a high level of consciousness and the facilitator's self awareness and awakened alertness.

Mastering the unknown is also about facilitator's high level of compassion, although the study was most concerned with the internal management coping mechanisms, which appear to be crucial when mastering the unknown.

Even though I wasn't able to find extensive data either in literature or the internet, I did eventually find an introduction to the subject. I am grateful to the kind participants, who were brave and confident enough to allow me into their own personal worlds. There they showed me their own personal limitations and shared insightful experiences. They were all natural communicators and, true to the nature of any talented facilitator, made me feel at ease.

At present, I'm preparing a workshop and feedback session exclusively for the research participants. Through the Business Psychology Centre at the University of Westminster I will hold an open workshop in the near future. Please contact me if you are interested to attend.

Note: More news about my work will be presented in a forthcoming issue of the IAF Europe Newsletter.

ABOUT THE AUTHOR



Sona, having just graduated in Social Education in Slovakia, decided to travel to London to improve her language skills. She planned to stay for three months. Then she experienced her own independence, enjoyed the multi cultural influences and the interesting cross-section of people from all over the world, and was so inspired by this exciting city that she decided to stay.

During her four years in London, she gained work experience in aviation industry and decided to further her studies. Last year Sona completed Msc Program in Business Psychology at the University of Westminster. This enabled her to explore her special interest in facilitation, individual and cultural differences and negotiation. Sona is excited about her final dissertation project that was supervised by Ayleen Wisudha, and which she dedicated to the facilitation profession.

She is inspired to conduct in depth research in this area, taking this study as a first stepping stone, which will be followed by further studies and activities such as communicating the results to the facilitation community. You can reach her by email at s.karikova@my.westminster.ac.uk

Taking the Long Elevator:

13 Tips for Good Pecha Kuchas

By Gillian Martin Mehers

What do you notice when you have the opportunity to watch 35 Pecha Kuchas? We have featured these interesting presentation techniques - 20 PPT slides autotimed at 20 seconds each - in different workshop settings in the last few months. Here are some of the things we noticed that made them work:

13 Tips for Pecha Kucha Success

1. Practice your Pecha Kucha WITH the timing turned on (don't just talk through your printed slides to yourself as "practice".)
2. Check particularly how your message for each slide matches the 20 second timing limit.
3. Too much information? Think about where you need to break down your message if there is too much information for 20 seconds. For example, run your message over two or three slides if need be. Think creatively about how your visual can progress with your message development.
4. Too little information? If you find that there is too little for 20 seconds, e.g. just a one liner or one brief point, then double up two messages on one slide, or think about a quick example to illustrate your short point. Note: Watch that the example doesn't launch you into a long story which will blow your timing.
5. Using diagrams? These can be a good way to snapshot lots of information but be careful with diagrams or graphs that are too complex. Can they be recrafted so the one key message/line/box is bolder? Note that people will not be able to read the little stuff (like all the indices etc.) quickly, so only include what you need for your story. Spread it over two slides and use a build. Make a handout for later if people will need the detail, don't try to go through it in your Pecha Kucha.
6. Save time by not using the first slide to introduce yourself, the title of your talk only, or closing with a "Thank you for listening" slide. Just say it quickly. If you want to elaborate on yourself, use a wordle (beautiful word cloud) of your CV or bio to snapshot yourself (here is an example of one I did for myself).
7. Watch your computer positioning - make sure the computer is in a place where you can see the screen as a prompt and still face the group, unless you have good peripheral vision and can stand at the side so you can see both the screen and the eyes of your audience.
8. Never NEVER read your slides.
9. Design thinking - I have seen both slides with only images and no text, and slides with an image and a prompt word. Unless you are very good at picking images and they are very obvious (even quirky can be obvious within your narrative), I think I like the latter. The single word can summarise the point of the image. It



Picture from sxc.hu

is also very effective to only have one or two words on a blank slide (centred or interestingly placed), and perhaps with a black or colour background. In any case, mix it up!

- 10. Interactivity? It is hard in the time allocated to do very interactive work with your audience - you can use hand mapping or voting, or other quick inputs, but if you have to pick on people and wait for an answer, and then if people talk too long, there goes your timing.
- 11. Part of a Pecha Kucha marathon? If your Pecha Kucha is one in a string of PKs, then the organizers might want to pause for a minute (literally) between them and invite people to write down any thoughts, questions, or comments before starting the next one. The organizers could even make a Job Aid of some kind (a card with a matrix, etc.) to help people keep track of where they are in the line-up and their impressions.
- 12. Getting people's attention - If you do want to engage, then end with a "lesson" uncompleted; with a question, or an invitation.
- 13. Don't apologize for "not having enough time to go into depth because of this format"; that just says you didn't prepare well enough. Everyone should be able to make their point in this day

and age of micro-media with an "elevator speech" - and 6 min and 40 seconds is an incredibly generous elevator ride by most building's standards!

ABOUT THE AUTHOR



IAF Europe Newsletter columnist Gillian Martin Mehers is director and head of learning at Bright Green Learning @Atadore SARL, in Crans-près-Céligny, Switzerland. She blogs regularly about facilitation and learning at www.welearnsomething.com.

You can reach Gillian at gillian@mehers.com.



Photos: Andrea Gewessler Process Photography

Playing and learning at FacilitationCamp

By Martin Grimshaw

This summer saw the first ever Facilitation-Camp in Europe, aimed at nurturing a supportive and playful community for facilitators. This gathering in London in August 2010 was modelled on the highly successful BarCamp phenomenon, based on Open Space Technology and the “un-conference” style meeting, which has spread quickly around the world from its US origins.

The movement has inspired several offshoots such as EcoCamp, PresentationCamp and Crisis-Camp – a new international wiki based platform for collaboration between IT geeks, volunteers and international disaster relief efforts following earthquakes, floods and so on. A few imaginers in Britain decided to host FacilitationCamp as a space devoted to bringing together a diverse range of

participants from very different fields and interests, to share and learn together.

The emphasis is very much on co-learning, co-creation, participation; I like to think that together, we started the process of fostering an open source 'Faciliversity' which is potentially, a supportive network for trying out new tools, and a space to play.

While we know resources are out there, we know that this can often be lonely work, especially for those not working in companies or embedded in peer communities of practice, a supportive environment. The question then arises, 'who cares for the carers?'

Many of us have been confronted by blank looks and 'Facili...what?' while trying to explain to others what we do. Here is a community of people



who understand the same language and share the same interests - whether we work in corporate environments, with disabled children, in community arts projects, as sustainability activists, or nurturing new start up businesses for social benefit.

To really emphasise creativity and potential, FacilitationCamp was held over two days in a recently derelict old warehouse, reclaimed and transformed by the local community. We had a lot of fun, and a few people left pondering some profound insights and reflecting on new learning.

An embryonic project also popped up – to create a collaborative recipe book featuring participants' simple overview of favourite tools and social impact stories that others can learn from. Some of us see these skills and techniques as vital ingredients in facilitating the large scale environmental, social and economic change that is urgently needed. Others will see them as just great tips to use in our jobs. Just tricks that work.

FacilitationCamp was organised and hosted by DecisionLab <http://decisionlab.org.uk/>, who host the regular Facilitative Leadership Programme, and London Creative Labs <http://londoncreativelabs.com/what-we-do/> who created Social Start Up Labs.

ABOUT THE AUTHOR



Martin Grimshaw, the co-organiser of Facilitation Camp, is a Director and co-founder of DecisionLab, which offers facilitation services and training, and events focussed on sustainability and participation. You can reach Martin by email at martin@DecisionLab.org.uk or on Twitter DLabCoop

To learn more about FacilitationCamp, visit <http://barcamp.org/FacilitationCamp> (follow link to 'What Happened?' for video and session outputs). To find a CrisisCamp near you, see <http://crisiscommons.org/crisiscamps/>

Dansk Facilitatortræf 2010

Denmark's first big Facilitator Get Together

On December 7, 2010 The Danish School of Education and Spark* will host the first Facilitator Get Together in Denmark! It is the first attempt to actively position facilitation on the national agenda - and more than 100 facilitators or people with an interest in facilitation have already signed up.

Facilitation has long been a useful tool for consultants and trainers who have facilitated professional education, seminars and change processes. For the last couple of years, facilitation has been used more widely by leaders, teachers and internal consultants to create meaningful and productive meetings, workshops, conferences, learning, networks and other daily gatherings, but without getting as much focus - either in the press or as a discipline being taught - as for instance project management or coaching.

The main purpose of the Facilitator Get Together is to encourage and develop facilitation in Denmark - to set a professional focus on the facilitation field in Denmark and give facilitation profes-

sionals a possibility to meet, find common interests and create a network. The aim is jointly to identify why facilitation is important in the world we live in, introduce some professional firecrackers from the field, and investigate whether there is interest in further organisation on the field, to support work, practice and competence development.

Who is behind this idea?

The idea was born in joint-venture between DPU, the Danish School of Education and the management consultancy Spark*.

On the one side, there is Ib Ravn and his team Nina Tange and Hanne Kirstine Adriansen. Ib Ravn is an associate professor at the Department of Learning in the Danish School of Education and leading edge on methods for facilitating knowledge processes. Ib is one of the front runners in the field of facilitation in Denmark and the author of several books on how to facilitate meetings.

Photo courtesy of Nille Skalts



On the other side there is Spark, a management consultancy co-founded by Nille Skalts and Zakia Elvang, both experts in designing and facilitating change processes. Nille and Zakia have designed and facilitated over 1000 workshops, seminars and learning events and have published several articles on the subject of design and facilitation.

What is planned?

The Facilitator Get Together takes place on the 7th of December 2010 at the Danish School of Education. It runs from noon to 6 pm, followed by a dinner for those who wish to join. The program is divided into three parts:

Part I : Input and sharing on facilitation

Professional firecrackers:

- "Facilitation as a means for constructive societal development" by Ib Ravn, The Danish School of Education
- "Design Lab - designing effective processes" by Zakia Elvang, Spark
- Facilitated Open Space - What is top of mind in the field of facilitation?

Part II - Shall we meet again?

- What can we do to promote the facilitation field in Denmark? Should we repeat the Facilitator Get Together, create a the Danish Association of Facilitators, start a chapter under IAF - or ...?

Part III - Dinner

More information

If you live in Denmark and are interested in joining the 100+ facilitators already signed up for the

event, please contact Nille Skalts either on ns@sparkcph.dk or by phone +45 53620414.

ABOUT THE AUTHOR



Nille Skalts is an experienced designer and facilitator. For the past 12 years, she has worked as a consultant both internationally and in Denmark, where she currently lives. She has designed and facilitated numerous change processes, and is currently focusing her attention on processes that spark potential, often related to setting strategy in motion and changing those who have the ability and responsibility to change others. She also trains consultants and project managers on design and facilitation.

You can learn more about her thinking in Shaping effective, inspiring human interaction through design in the July 2010 IAF Europe Newsletter, and during her session at the 2010 IAF Europe Conference in Helsinki, Finland. Visit Spark at their new website at www.sparkcph.dk.

Photo courtesy of Nille Skalts



The Art of Harvesting Interaction in Groups

By Nick Payne

Over the last two years there has been a palpable shift in the nature of my facilitation practice. Though my business card still styles me a Graphic Facilitator, the majority of my work is now as a specialist ‘harvester’ whilst there has been a parallel growth in demand for learning in graphic harvesting.

Chicken or egg? Is my enthusiasm for this shift a subconscious acceptance of reality or has my natural enthusiasm for the work defined it? Who knows? And frankly who cares. The facts are, this is where I want my practice to be right now and this is where I believe I have the most to offer our community.

(That’s not to say that I’m turning down facilitation work! But there are thousands of other talented facilitators out there.)

To date, I have delivered courses in graphic harvesting in the USA and Sweden as well as, lat-

terly, in the UK and Belgium with my colleague Rowan Simonsen under the title *Art of Harvesting*.

It is primarily through Rowan that I have come into contact with the Art of Hosting community - and it is from them that the term ‘graphic harvesting’ has come into my professional vocabulary. At this point it will be helpful to clarify what we mean by harvesting and how we contrast it from graphic facilitation.

A team effort

Put most crudely, facilitation is undertaken by the process leader with a group. If it has a graphic dimension, we tend to call it graphic facilitation. Harvesting is a team effort - at a minimum, a process leader and ‘harvester’ working with a group.

Equally, where the harvest is undertaken graphically - hey presto! graphic harvesting. The role of the harvester is to capture the interaction within the group - typically, the nature and content of their discussion, but not exclusively.

As a result, our Art of Harvesting offer is designed specifically for facilitators, educators and trainers who wish to add another string to their bow so that they can offer more value to processes and collaborations. There is room within the delivery to improvise so that learning can take place in a way that reflects the real-life content and contexts in which participants practice - for instance commercial sales, environmental sustainability, higher education etc.

It is in this respect, at least, that I believe that the Art of Harvesting offer differs significantly from other training in the market. Often, I feel, too much attention is given to what happens when the pen hits the paper rather than all the other ele-



Photo courtesy of Nick Payne

ments needed to optimise the chances that the ink flows successfully when it does.

I am not going to enunciate all those factors here because, well, that's what people may come on the training to find out. But let me use an analogy. When the pen hits the paper may be, in harvesting terms, when the rubber hits the road but for a professional racing driver an awful lot of preparation has gone into the moment when the lights change and they put the pedal to the metal. And there is plenty of team support when they are out on the track. This holds true for harvesting too and understanding and practicing how that all works together is critical.

Creativity and judgement

By focusing too much on the pen and the paper, some training has the effect of producing stylistic clones of the teachers. This is, over time, resulting in too many harvesting charts looking frighteningly similar. In my opinion, this risks stifling the creativity that is the lifeblood of the practice. It is simply not good enough anymore to be satisfied with hearing a key word and, in pavlovian style, drawing a rehearsed icon regardless of the context or nature of the discussion.

Consequently, Art of Harvesting learners will spend a lot of time becoming comfortable and confident in generating their own graphic responses to words and concepts they may face in the course of their own professional practices. This is a structured process which gives a sense of continued progression and achievement to the learner and so builds their confidence in their ability to improvise and create in the moment.

Of course this can't always happen and so we must understand when we can safely attempt this and what alternatives we have to fall back upon. However, it absolutely should be the professional aspiration of specialist graphic harvesters - and I now count myself in that number - to produce something that, in both execution and content, originally harvests the specifics of that client's interaction. This is great harvesting. This is what clients want. And so, empowering harvesters to work towards this is the aspiration of the Art of Harvesting offer.

To return to the driving analogy, all the preparation and team work can make a car fast and a driver prepared to do so, but it is the driver alone



Photo courtesy of Nick Payne

who, in the midst of the race, has to make the timely judgements about when and how to attempt a passing manoeuvre. So the Art of Harvesting programme offers a clear appreciation of the critical criteria for making such judgements to both process leader and harvester.

Drawing and visualisation

It would be entirely remiss of me to write this article without addressing briefly the most oft declared barrier to engaging with graphic processes or practices - "but I can't draw".

Let's start by saying graphics is not the same as pictures. My experience is that there are great graphic harvesters who can't draw too well and there are poor harvesters who can. As I have already mentioned, a lot more goes into a successful harvest than the pen hitting the paper and there is a lot more to harvesting than drawing a picture.

A participant on a recent Art of Harvesting in London put it in a way I had not previously thought of: "Before this I thought that every time I didn't draw something I was failing." To draw or not to draw is a judgement that has to be made in the moment, and often times it's better not to draw.

Equally there are people who can draw but can't visualise in the moment and vice versa. Both drawing and visualisation are practices that can be improved. In my opinion, the two have a strong symbiotic relationship but it is not an axiomatic



Photo courtesy of Nick Payne

one. And in my experience, a great visualisation badly drawn is far more supportive of a process than a poor one executed with a practiced flourish.

So forget the drawing phobia people! You can harvest without it and you can improve it if you want to. Like everything, it comes with practice.

To Harvest or not to harvest?

This question is surely a red herring. All facilitated processes should be harvested in some way. Those of us who are visual thinkers (that's most of us by the way) benefit from graphic harvests as they inform and drive forward our thinking.

For harvests to offer the most value to the processes they support, I argue that the following factors need to be in place:

- effective collaboration between the process leader and harvester
- critical contributing success factors that support the harvest
- the confidence to creatively adapt to context and content
- good option taking within the harvest

If we can get this right then graphic harvesting can come fully into the mainstream of facilitative and change practices. But to achieve this more

individuals need to stand up at the wall chart or the whiteboard with the marker pens and, when the lights change, let their rubber hit the road, fully confident that they have the skills, support and options they need to stay on the track through to the chequered flag.

ABOUT THE AUTHOR



Nick Payne is a graphic recorder and facilitator based in Nottingham, UK. You can reach him at nick.payne@armourplatedcamel.com, or visit these websites: www.armourplatedcamel.com, www.linkedin.com/in/graphicrecorder, www.ifvp.org/directory/npayne. Telephone: +44 (0) 7866 511784. Skype [armourplatedcamel](https://www.skype.com/en/contacts/voice/armourplatedcamel). On Twitter, [graphicrecorder](https://twitter.com/graphicrecorder)

Developing a Mission Statement: A Case Study

By Michael Wilkinson

While a clear and concise mission statement is a core component of an organization's strategy, we strongly advise against writing a mission statement as the first, second or even third activity in a strategy planning session. If you have been through the typical mission writing exercise, you probably understand why.

Planning teams typically spend hours and often days haggling over the exact wording for the mission. And while the words are important, significant benefit could be gained from using a process that helps the planning team move more quickly to consensus.

A key source of the difficulty is that the group may be trying to answer three questions simultaneously - Who are we?, What do we want to be? and How do we put this in a small pithy sentence? - because conclusions have not been reached on the three elements separately. For example, while one person is arguing over changing a word, another is arguing over a concept that is missing, while a third argues the mission should be aspirational.

Our process for creating mission statements is to answer the following questions, in this order:

Where are we now and what key trends will impact our success in the future? (SWOT analysis and/or positioning against trends)

What might success look like 10 years in the future? (visioning)

Given this description of success, what are the broad goals for long-term sustained success? (goal statements)

Given these goals, what does this imply that our mission is? (mission statement)

To answer question 4, we have the entire group answer the following:

What do we do? For whom do we do it? What is the benefit?

The Case Study

Recently, we worked with the Diversity Leadership Forum, a trade association of diversity professionals. While some of their members work inside organizations, others are external trainers and consultants. The organization convenes an annual conference of diversity professionals and has established a competency model for diversity. They wanted to develop a strategic plan because they felt they had not clearly defined their niche or how they would go about gaining the commitment of others to join them.

Step 1 - Where are we now?

The team identified several strengths, areas for improvement and potential strategies to consider, including:

- Our standard, ethics and information are good
- Positive recognition that we are re-developing field concerning competencies and standards and educating members
- Lack of clarity about who the forum is for
- A lot of people don't seem to know what we offer or haven't used what we offer
- There's a need for on-going communication and education
- Aligning diversity ideas with the business and how it operates (alignment), going beyond the fluff to meet tangible mission, critical outcomes could be helpful
- Consider seeking endorsements from peer organizations for the competency model, etc. (include leaders in various approaches)
- Consider producing definitive paper on how to develop and execute cultural competence
- Consider preparing practitioners to deal with changed and changing demographic trends
- Consider establish national database of practitioners

Step 2 – Where do we want to be?

In response to a visioning exercise which guided the participants to define success 10 years out, 30+ vision elements were identified, such as the following:

- A source for diversity content
- Premier resource for practitioners developments
- Competencies nationally recognized, elevate field, essential
- Move diversity to recognized discipline
- Remove structural inequalities in management, domestic and international
- Advance inclusion around the world
- Great financial endowment

Step 3. What are the broad goals for long-term sustained success?

Using the vision elements as a starting point, the participants developed five broad goals for the organization.

Information Source	Provide leading edge, intellectual collateral about diversity that crosses industries and approaches and is easily accessible for people of different backgrounds and abilities.
Practitioner Development	Provide effective, safe, continuous learning and renewal opportunities for diversity practitioners at all levels and across approaches.
Societal Recognition	Evaluate and promote the field of diversity as a recognized discipline.
Impact	Advocate and communicate the role diversity plays in creating valuable, life changing outcomes.
Organization	Maintain sufficient organizational and financial resources to support the mission.

Step 4. What is our mission?

After discussing the purpose of a mission statement and reviewing several relatively strong and relatively weak mission statements, participants were asked to answer the three critical mission questions for DLF. One participant responded to the three questions as follows and the facilitator recorded the answers on a flip chart for all to see.

- What do we do? - Provide a forum for growth and development

- For whom do we do it? - Diversity professional
- What's the benefit? - Recognition and advancement of the field of diversity

Suddenly, one of the participants yelled out, "That's it! That's our mission! That's it right there!" After less than 10 minutes of discussion, the rest of the participants readily agreed.

Our Mission

We provide a forum for the growth and development of diversity practitioners and for the recognition and advancement of the field of diversity.

With the completion of steps 1-3 in the process, this team reached consensus on their mission statement in under 20 minutes. As the weight-loss ads say, "These results aren't typical...your results might vary." However, it is not unusual for a group using this process to reach consensus in 60-90 minutes.

ABOUT THE AUTHOR



Michael Wilkinson is the Managing Director of Leadership Strategies – The Facilitation Company and author of The Secrets of Facilitation. He is a Certified Professional Facilitator, and a Certified Master Facilitator, and will be presenting The Secrets to Facilitating Strategy at a special one-day pre-conference session before the IAF Europe Conference in Helsinki. To learn more, see the IAF-Europe Conference website (www.iaf-europe-conference.org). Leadership Strategies also offers an online strategy course, Springboard Online! See their website at www.leadstrat.com

Seeking Partners in Europe!

By Michael Wilkinson

In April, Leadership Strategies put the finishing touches on our Partnership Program which grants a license to individuals and organizations to sell and teach our materials, including The Effective Facilitator, the most popular facilitation training class in the US with more than 12,000 students trained.

In October, we will have a booth at the IAF Europe Conference in Helsinki to talk about the launch of our European Initiative in which we are seeking partners across Europe who may be interested in the program. Our Partner Program offers organizations with internal training departments, external training organizations, and independent trainers and facilitators the opportunity to become certified and licensed to teach Leadership Strategies' training materials.

Through this partnership, internal training organizations have the benefit of greatly reducing internal training costs. Independent trainers and external training organizations can increase their earnings potential by offering and delivering Leadership Strategies training programs to new and existing clients.

Partners receive several levels of support including.

- Certification classes to get partners or partner's instructors ready to teach at the same level that Leadership Strategies is known for.
- Marketing literature for each class that can be modified and tailored by partners.
- Telephone support. Up to eight hours are available for the first 12 months and then up to four hours during each renewal period.
- Annual partner event to keep up-to-date on skill levels, share best practices, learn from others in the same place, and hear about the trends in the industry.
- Webpage listing showing partners to raise awareness

The Certification Process

Organization partners who purchase the license may have up to two people go through the same certification class to prepare them for teaching the course. Individual trainers purchasing the license go through the certification program themselves to become certified.

When a license is purchased, we will send instructor packets which include the instructor guide, teaching materials, and typically videos of the class to be taught.

To become certified, the candidates first take the course as a student, learning the material and seeing how our training sessions are facilitated. In preparation for the Partner Certification Class, candidates then review the videos and prepare to teach each module of the class.

During the intensive Partner Certification Class, typically with one instructor for every two participants, candidates learn how to teach each course module and have practice sessions teaching various modules. Participant candidates are then assessed on their readiness to teach using the following scale. Additional consultation may be required with Partners scoring below three.

- 5 – Fully ready to teach all modules
- 4- Strong in most modules; work to improve
- 3- Strong in several modules, should co-teach initially
- 2 – Need to improve prior to co-teaching
- 1 – May not be a suitable candidate for teaching

After successfully completing the Certification Class, participants are certified to teach the class.

You can learn more about the European Initiative and Partnership Program by contacting Patty Gaddis, business development manager for Europe, at 1.770.454.1440 ext. 75, or pgaddis@leadstrat.com; visiting the Leadership Strategies booth at IAF Europe in Helsinki; or visiting <http://www.leadstrat.com/partner-program.html>.

Patty and I arrive in Helsinki Wednesday afternoon. I am teaching two pre-conference sessions (Facilitating Strategy on Wednesday and The Seven Separators of Facilitation Excellence on Thursday), but must leave early Saturday morning due to an assignment in Saudi Arabia.

If you would like to talk about any of the things we are doing, please join us for dinner Wednesday or Thursday, or after the conference dinner on Friday. Send an email to Patty (pgaddis@leadstrat.com) to let us know your interest. We look forward to seeing you in Helsinki!

Method of the Month:

Recipes for Team work

From the IAF Methods Database

Part of the challenge in working with the same group month in and month out is finding new ways to generate conversation and let people get to know one another. The method this month is one I was introduced to at the Dutch Ministry of Public Works. It was used in a workshop with people who had worked together for a long time, and let them explore a new side of one another's ways of working. Hopefully it may be of some use to you one of these days!

Purpose

To allow a diverse group to combine their ideas, and by doing so to get better acquainted with the way one another think and work.

Steps

Preparation

Create cards on which are printed common ingredients for main dishes; for instance: rice, tomatoes, ground meat, onions, carrots, noodles, etc. Ensure that there is one ingredient for each member of the group and that at least 1/3 of the ingredients are a little unusual for main dish ingredients, such as potato chips, fresh peaches, beer, etc. (Do not make cards for ingredients that would be highly unlikely to show up in a main dish, such as marshmallows or ice cream.)

Instructions

Divide the group into teams of 5 - 7, shuffle the cards and distribute the same number of cards to each team.

Tell the participants: "Take 20 minutes to create a recipe for a main dish using all of the ingredients on your cards and any two ingredients you as a team wish to add. Write out the recipe on a flip chart, including quantities of the ingredients and



the cooking process. Don't forget to give your dish a title."

Reporting

Have each team report their recipe to the rest of the group, and then ask what they have learned about one another during the recipe creation. You may have the group vote on the recipe they would most like to eat.

Variation

You can focus the exercise on sweets, salads, cocktails, whatever the group is most likely to know something about cooking.

ABOUT THE AUTHOR

The IAF Methods Database is an open platform for exchange of methods for group facilitation, related to the www.iaf-world.org site but operated independently. IAF provides financial assistance to the IAF Methods Database.

The IAF Methods Database Newsletter is sent out each month to professionals with an interest in group facilitation. You can send contributions and feedback to the editor, Maureen Jenkins, at editor@iaf-methods.org.

Become a supplier and add your own methods and links to the database. The Colleague Program offers additional benefits to registered suppliers. See www.iaf-methods.org.

Launch of IAF's first Danish chapter



The first Danish chapter of IAF received its official blessing from the IAF global board in late September. This great photograph of the group's members was shared with us by Lars Borgmann, chair of the new chapter. Congratulations to all!

Introducing the new IAF Board Nominations Committee

By *Martin Gilbraith, IAF Board Vice Chair - chair.elect@iaf-world.org*

Thank you very much indeed to all those members who responded to my appeal in July to consider serving on the new IAF Board Nominations Committee, or indeed on the Board itself.

I am pleased to announce that the Board has been able to appoint a very strong committee, and that their work is now well underway – see the further appeal by committee Chair Julie Larsen, below, inviting nominations for the Board election.

We are very keen that the new Board as far as possible reflect the diversity of the membership and the profession, as well as including all the necessary skills and expertise to govern and manage the association effec-

tively, and to deliver value and growth – so please do consider standing for election yourself, and/or nominating another member to do so.

Please note that the Board has decided to experiment with meeting face-to-face earlier next year, in London in January, instead of waiting to meet in conjunction with a conference later in the year. This is intended to give the new Board an early opportunity to form as a team and to plan its work for the year together, and so maximise the Board's effectiveness throughout the whole year – however, Board members will still be expected to attend or more conferences during the year as well.

On behalf of the Board, I thank Julie

and the Nominations Committee members (Julie Larsen, Ulla Wyckoff, Linda Mather, Cameron Fraser, David Wayne and Gary Austin) for volunteering their time and expertise to guide

us through a fair and transparent election process – and I thank you all for your support and commitment to our Association and our profession.

Calling members to serve on the IAF's Global Board!

By Julie Larsen, Chair, Board Nominations Committee

The International Association of Facilitators (IAF) would like to invite its members to consider nominating themselves or their peers to serve on the Association's Board of Directors. The IAF depends on its members' time, energy and creativity to advance its work of strengthening the field of facilitation. Joining IAF's global Board is one way to serve the organization and to actively support its continued growth and development. The organization is as strong as its members choose to make it - here is an excellent opportunity to take part!

The IAF Board of Directors consists of 17 members who participate in the governance of the IAF as a whole and share equally in its legal and fiduciary responsibilities. The term of office is two years and may be extended twice by standing for re-election. This year, the following positions are open to candidates:

- Office of Secretary
- Office of Treasurer
- Director of Membership & Affiliates
- Director of Sponsorship & Endorsement
- Director of Professional Development
- Regional Director for Africa
- Regional Director for Australia
- Regional Director for Europe
- Regional Director for the United States

All positions require a commitment to IAF and its values, an understanding and acceptance of the responsibilities and liabilities of non-profit governance, and good communication skills combined with sound and independent judgement. Candidates should be willing to devote time and energy to IAF business throughout the year, both by working on one's



own and with others on assigned tasks, as well as by participating in conference calls and attending at least one face-to-face Board meeting and at least one conference throughout the year.

Complete role descriptions that further detail both essential and desirable qualities for each position and related application materials are available by contacting Julie Larsen, Chair of the 2010 Board Nominations Committee (julielarsen@mac.com). Applications are due by October 30, 2010 and will be reviewed by the Nominations Committee to ensure completeness. Voting by IAF membership will take place by online poll over a two-week period in November 2010.

The IAF 2010 Board Nominations Committee would be only too happy to provide you with more information should you or one of your peers be willing and well suited to serve the Association in this way. Please do not hesitate to contact us for more information or to nominate a candidate.

A special CPF opportunity in Geneva

Have you been thinking about taking part in a Certified Professional Facilitator assessment but not found time? There is a special opportunity in Geneva in mid-December – and just one place is left.

The Geneva Facilitator Network is working with IAF to hold the certification day on Monday December 13 at the International Committee of the Red Cross training centre, Ecogia

Versoix, Geneva Switzerland. Five very motivated candidates have signed up, and there is room for one more.

If you would like to join us, even visit Geneva with its stunning Christmas lights and 'tree art competition', please contact Pamela Lupton-Bowers at Pamela.lupton-bowers@iaf-europe.eu for more information or contact IAF directly through certify@iaf-world.org

Enthusiastic response to membership pilot project

By IAF Europe Team

We are delighted that so many of you have expressed appreciation for the new approach to managing IAF membership in Europe that began on September 1st. This new approach allows you to pay your IAF membership fees in Euros or Pounds Sterling, by cheque, or by standing order. Other convenient and flexible methods will be introduced gradually over the next three months, along with additional benefits such as discounted professional insurance.

Entendu is working with Peggy Bushee Services Inc. in the US to reflect the new approach within IAF's web-based membership management process. We will keep you informed at each stage of implementation between now and January 1, 2011. You can still access IAF through the global website at www.iaf-world.org and when these changes are in full effect, you will be transferred automatically to the IAF Europe site in order to make your payments.

In the meantime, advise us directly if you would like to pay or renew your membership fees in ways other than paying in US dollars via the IAF Global website. As of September 1, 2010, you can choose to:

advise us directly if you would like to pay or renew your membership fees in ways other than paying in US dollars via the IAF Global website. As of September 1, 2010, you can choose to:

1. make an automatic bank transfer (Standing Order) annually on the date of your membership renewal in either Euro or Sterling. If you have a standing order, we will email you in advance to tell you that you are nearing your renewal date and afterwards we will follow up with a confirmation of renewal. You need do nothing more. To arrange this now, please contact the IAF Europe Office (contact details below)
2. send us a cheque by post in your local currency.
3. charge your membership to your credit card in Sterling, by phoning or faxing us with the details. Currently we are establishing Merchant Accounts to enable card transactions to be made in both Euro and Sterling; this full online card payment system for Euros and Sterling will be available later in the year.

4. until the new system is fully in place, continue to renew your membership in the normal way via www.iaf-world.org and have your fees charged to your credit card in US dollars.

Entendu has been working with the IAF Europe Team over the past 18 months to provide administrative support and conference organization, including the 2009 Oxford conference and the 2010 conference to be held in Helsinki Oct 15-17 (www.iaf-europe-conference.org). Through this pilot project, Entendu will progressively become the administrative hub for all matters relating to management of membership, finance and events in the European region, providing an IAF Europe office available to members during normal European working hours.

Given IAF's decision to share membership revenues with local chapters, Entendu also

will be facilitating the transfer of monies to each recognized chapter. We currently are working out the most practical ways to make such transfers.

Please feel free to contact the IAF Europe office or speak with Ben Richardson or Nicki Cadogan through any of the following methods.

Contact: office@iaf-europe.eu

Telephone: +44 (0)1923 271150

Fax: +44 (0)1923 271151

Skype: ben.entendu or nicki.entendu

Postal Address:

IAF Europe

76 Station Road

Kings Langley WD4 8LB

United Kingdom

Welcome, new and returning members

(September 2010)

We are delighted to welcome new members who joined IAF in September:

- Mie Doevling Andersen, Denmark
- Hans-Joern Andersen, Denmark
- Lis Balleby, Denmark
- Steen Beck-Hansen, Denmark
- Sandrine Delattre, France
- Birgitte Frandsen, Denmark
- Karen Gjesing, Denmark
- Tomasz Gorecki, Poland
- Anna Gribanova, Russia
- Johanna Grombach Wagner, Sweden
- Trine Hacke, Denmark
- Malin Hallman, Sweden
- Mie Wulff Hemmingsen, Denmark
- Bensaïd Vincent Jilil, Denmark
- Anette Kjaerager, Denmark
- Michael Kvist, Denmark
- Lisbet Lentz, Denmark
- Marianne Fich Loennee, Denmark
- Anette Moeller, Denmark

- Helle Noerlev, Denmark
- Raj Rana, France
- Malene Rübner-Petersen, Denmark
- Louise Seibaek, Denmark
- Toke Trollborg Jensen, Denmark
- Anette Wintlev-Jensen, Denmark

We are equally delighted to welcome back the following members who renewed their memberships during September:

- Lars Borgmann, Denmark
- Sheila Broadley, UK
- Peter Coesmans, Netherlands
- Guenter Hemrich, Italy
- Vida Ogorelec-Wagner, Slovenia
- Ingrid Renirie, Netherlands
- Valerie Tonus, Austria
- Jeremy Wyatt, UK

Facilitation Workshops and Meetings 2010-2011



Find out more details about specific events listed here by visiting the Workshops and Meetings section of the IAF Europe Forum (<http://www.iaf-europe.eu>) If you would like to let others know about an event you are organizing, please email rose-mary.cairns@iaf-europe.eu.

OCTOBER 2010

- Facilitation Strategies for Leaders , Oct. 4, London UK (Ingrid Bens)
- Strategic Collaboration – Foundations Training, Oct. 3-7, Berlin, Germany (Fritz Walter & Christine Whitney Sanchez)
- Advanced Facilitation Strategies, Oct. 7-8, Edinburgh, UK (Ingrid Bens)
- Consensus – in at the deep end, Oct. 8-10, Oxford UK (Seeds for Change)
- IEMA Change Management workshop, Oct. 12, Newcastle upon Tyne (facilitator Penny Walker)
- Group Facilitation Methods, Oct. 12-13, London, UK (ICA:UK)
- Facilitator Certification Event, Oct. 13-14, Helsinki, Finland
- AI Workshop, Oct. 13-14, Athens, Greece (Anthoula Anastasiadou & Anne Radford)
- European AI Network, Oct. 15-18, Athens, Greece
- IAF Europe 2010 Conference, Oct. 15-17, Helsinki, Finland

NOVEMBER 2010

- Planning group meeting for WOSONOS 2012 London, Nov. 6-7, London
- “Facilitation Beyond Frontiers”, Nov. 6-15, Kovacica, Serbia
- The Facilitative Trainer, Nov. 10-11, Glasgow, UK (Kinharvie Institute of Facilitation)
- Change the Conversation, Change the Organisation, Nov. 11, London (John McWatters, Living Leadership)

- Coaching Mastery, Nov. 11-12, Berlin, Germany (Masters Coaching)
- Introduction to Group Facilitation, Nov. 16, Manchester UK (ICA:UK)
- Group Facilitation Methods, Nov. 17-18, Manchester UK (ICA:UK)
- The Facilitative Manager, Nov. 17-18, Glasgow UK (Kinharvie Institute of Facilitation)
- Facilitative Approaches to Building Resilience, Nov. 24, London (circleindigo)
- Stepping Up: Women in Leadership, Nov. 30-Dec 2, Berkshire, UK (Kaizen Training)
- Participatory Strategic Planning, Nov. 30-Dec. 1, Belfast, UK (ICA:UK)

DECEMBER 2010

- How to run a great workshop, Dec. 4-5, Oxford, UK (Seeds for Change)
- CPF Assessment, Dec. 13, Geneva, Switzerland – (Please note – there is room for one more candidate)
- 16th conference Online Educa Berlin, Dec. 1-3, Berlin, Germany

JANUARY 2011

- Art of Hosting Training, Jan. 11-14, Copenhagen & Zealand, Denmark
- AI for Strategic Planning, Jan. 24-28, TBA UK (Tony Silbert & David Shaked)

MARCH 2011

- Five Day AI Workshop London 2011, March 3, 4, 11, 21, and April 8, London UK (Anne Radford and Malcolm Westwood)

APRIL 2011

- CREA Conference, Apr 13-17, Sestri Levante, Italy