



INSIDE:

- **180,000 lakes and islands, 5.3 million people, 203,000 reindeer, one Santa Claus – and 150 facilitators**

Helsinki 2010 IAF Europe Conference

#11 NOVEMBER 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.

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Cover picture: The 2010 IAF Europe Conference came to a close in Helsinki, Finland, on the afternoon of October 17, by literally bringing people as close together as possible. (Photo: Rosemary Cairns). In this month's newsletter, see a variety of photographs from the conference, including pictures taken by Sophie Treinen. Feel free to share your photographs with us as well.

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

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By Rosemary Cairns



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Seeking treasures

We sought, found, polished and shared facilitation knowledge over 3 days.



Learning, sharing, drumming and sauna: The 2010 European Conference

IAF's 16th annual European conference attracted 150 people from around Europe to Helsinki, Finland, in mid-October for an action-packed three days of learning, sharing, drumming and sauna. As well as offering 31 different workshops, a continuing "treasure hunt" for knowledge ran through the three days as participants gathered in the gymnasium to see what they wanted to learn – and teach – about facilitation.

The Oct. 15-17 conference at the Sofia Conference Centre, located in an idyllic woodland setting

surrounded by water about half an hour from the international airport, attracted participants from Austria, Belgium, Bosnia, Denmark, Finland, Germany, Hungary, Ireland, Italy, Luxembourg, Macedonia, Netherlands, Norway, Poland, Russia, Serbia, Slovenia, Sweden, Switzerland, Turkey, and the United Kingdom, and from as far away as Australia, India, Jamaica, Taiwan, and the United States. Participants gave the conference high marks for its excellent program, which was organized around the themes of paradoxes, magical tools, myths, and



Sharing knowledge

Participants could choose from 31 workshops.



rites, and for the diverse range of activities that offered insights into Finnish social and cultural life.

The Finnish organizing committee did a brilliant job of weaving local and national traditions throughout the conference, including persuading many visitors to become ardent fans of the wood-fired sauna followed by a dip in the ocean, despite temperatures that hovered around zero, and of drumming and chanting Finnish style in a yurt, seated on furs. Thanks to the 13 members of the Finnish Association of Facilitators who worked so hard - Laura Elo, Leni Grünbaum, Miira Heinio, Piritta Kantojärvi, Reijo Kauppila, Päivi Kuttilainen, Jarmo Manner, Pepe Nummi, Mikko Paloranta, Camilla Reinboth, Anna Savileppä, Tytti Siltanen, and Jan-Erik Tarpila.

Particular thanks to Ben Richardson and Nicki Cadogan of Entendu Ltd for their many months of

hard work to make sure the conference took place within budget and on time. Thanks also to our team of hard working program proposal reviewers, and to Gary Austin for their work on the program; to Kristin Reinbach, the European team member with responsibility for chapters, for organizing an excellent chapter breakfast Sunday morning; and to Simon Wilson, responsible for membership on the global IAF board, for organizing a members meeting Saturday afternoon.

We hope these pictures give you a flavour of the 2010 Helsinki conference, and encourage you to join the 50 people who have already signed up for next year's conference in Istanbul, Turkey.

These pictures were taken by Sophie Treinen and Rosemary Cairns. We would be delighted to see your pictures. Send them to us at rosemary.cairns@iaf-europe.eu.

The beat goes on

Drumming is a powerful part of Finnish culture.





Clockwise from top left, page 4: Pepe Nummi (ST); Treasure hunt (RC); Sharing treasures (RC, ST); Chapters breakfast (RC). Page 5: Pondering paradoxes in Jan Lelie's workshop (RC); Simon Wilson leads members meeting (RC); Tony Mann demonstrates Multi Wall (RC); studying the brain with Robert Verheule (ST). Page 6: (top 2 rows) Drumming in the yurt (ST); (row 3) Rengin drumming (ST), chanting runes at dinner (ST, RC);. Page 7 (top row): Asking experts (ST); identifying colours, shapes while blindfolded (RC); (row 2) Demonstrating learning through statues (RC); setting up the yurt (RC). (row 3): Lars Borgmann's workshop (ST); (bottom row) Keith Warren-Price from Pinpoint and Neuland (ST).

ST – Sophie Treinen; RC – Rosemary Cairns



***See you in Istanbul
Oct. 14-16, 2011!***

Harvesting the gifts of stories in a group

By Mary Alice Arthur, Monica Nissén & Ria Baeck

The Art of Hosting is “an emerging set of practices for facilitating group conversations of all sizes, supported by principles that: maximize collective intelligence; welcome and listen to diverse viewpoints; maximize participation and civility; and transform conflict into creative cooperation.” See more about it at www.artofhosting.org or join our Community of Practice www.artofhosting.ning.com.

Storytelling is one of the most powerful knowledge management tools of the Art of Hosting community. Contained in our stories is both the experience and learning that will grow our capacities to use the Art of Hosting practice in ever more complex spaces. As the depth and scale of our work increases, our practice stories offer us guideposts for innovation, process development and how to create robust containers for conversations that really matter.

During August and September 2010, we began to experiment in combining storytelling and harvesting to build our capacity in both these mediums; we were hosting the harvest. Group harvesting enables us to track many arcs of a single story simultaneously, meaning we can practice targeted listening and group learning, while offering a gift to the story holders, as well as the group as a whole in the form of collective meaning making. Group harvesting is an ideal way to surface the many insights, innovations and “a-ha’s” that exist beneath the surface of our stories and to take learning around our practice to a deeper level.

How does group harvesting of practice stories work?

First, you need a good story about a change process that was run using Art of Hosting principles and practice – ideally one that has enough complexity, scale and duration to make it interesting. In our Art of Hosting community, we have the stories of the European Commission, healthcare pro-

jects in Columbus , Ohio and Nova Scotia, the UK FinanceLab and Annecto in Melbourne, Australia as some key examples of this type of story, but any systemic story will do.

It is best to have those directly connected to the story on hand to tell it, and it can be more interesting to hear from more than one person involved in the story. More voices add depth and richness, as well as a variety of points of view.

The story does not need to be an often-told one, or polished in any form. In fact, this process can be used to help polish a story and give the storytellers input on how to focus and refine the story to be told to different audiences.

We’ve found that group harvesting takes time – at least 90 minutes is the minimum time needed. If you are working with a group of harvesters during a training, or with people who haven’t done this type of process before, then keeping the storytelling to around 30 minutes is advisable so listeners do not become overloaded. If you are working with a practice team or your purpose is to create maximum learning around a story, then you may want to work on the interplay between story, harvest and learning for a half day, a day or even longer.

Preparing for group harvesting:

First check with your storytellers and make them an invitation. Stories respond to invitation and when a heartfelt invitation is present, often a story will come out in a whole new way and offer

new learning to those telling it. A group harvest is a gift to those telling and those harvesting, and should be offered as such.

Next, decide on the arcs you would like to harvest. Ideally this could be agreed with the story-holders and the listeners, depending on where they want to focus their learning. As in any Art of Hosting process, you are planning for the harvest. Take as much time as you need to discuss exactly what you want to get out of this process and what will happen to the harvest afterwards. You'll need at least one person harvesting each arc you've chosen and more than one can harvest the same arc simultaneously. Here are some to choose from:

- Narrative Arc*: The thread of the story – people, events, stages. You might also harvest facts, emotions and values that are part of the story, etc.
- Process Arc*: What interventions, processes, applications, discoveries happened?
- Pivotal Points*: When did breakthroughs occur, what did we learn?
- Application: What can we learn from this story for application in our own or other systems?
- Taking Change to Scale: What can we learn from this story about taking change to scale?
- Questions: What questions arise from this story that we could ask of any system?
- Synchronicity & Magic: What happened during this story that pointed to synchronicity and the magic in the middle?
- Specific theme: Harvest the story using a specific theme, like collaborative leadership, the art of participation, etc, and see what it tells you
- Art of Hosting pattern arc: The 6 Breaths: Where did each breath occur during the story? The 5th organisational paradigm: Where did new forms of governance and working occur? Core team/calling team: What did we learn about holding the centre of this work? There may be others as well.
- Principles: What principles of working can be gleaned from this story? What did we learn about participatory practices? What principles of complex living systems were reflected in this work?
- The StoryField*: How did the field of the system's story change? Can you name the story or metaphor the system started with and what it moved to?

Group harvest in action



We are suggesting that the arcs marked with * might be foundational to any harvesting process.

If you have other talents in your group around graphic facilitation/visuals, poetry, music, mindmapping, art, etc. you may also want to invite a harvest in this form. Each of these will add a greater richness, diversity and enjoyment to the harvest.

Suggested process:

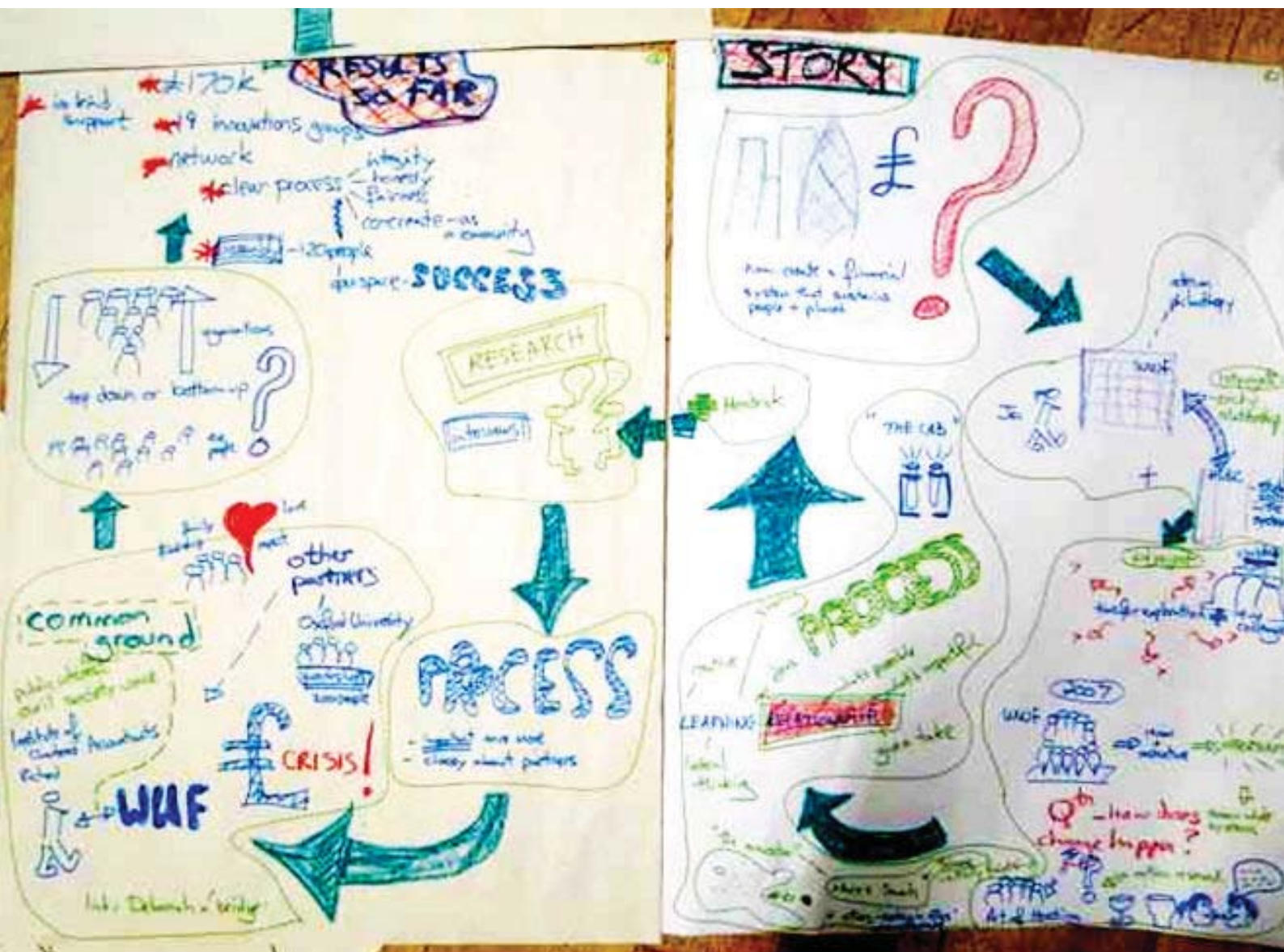
Framing & Introduction: Welcome people to the session. Make the invitation publicly to the storytellers. Explain the arcs and ask for volunteers.

Storytelling: Ask the storytellers to tell the story and the group to harvest. Be clear about the time allocated for the storytelling.

Group harvest: Give the storytellers materials to do their harvest of the harvest. Ask each of the harvesters to report in on what they found. Take at least as long for this as for the storytelling. Each of the harvests will have more depth than can be told during a first round. It might be helpful to have more than one round of harvest, or for the rest of the group to question each harvester to draw out additional insights.

Response from the tellers: What were the gifts to you from this group harvest? What are you taking away from this session?

Response from the group: What were the gifts to you from this group harvest? What are you taking away from this session?



Closing the session: Thank you to the storytellers and the harvesters. Any final remarks about what will happen to the harvest now that it has been heard. Is there enough here to return to it again and see what else surfaces? Do you want to come back as a group and hear the next version of the story?

Materials and set-up:

Ideally create a large circle with tellers as part of the circle. You may need some small tables for those harvesting onto flipchart, or they may be fine harvesting onto the floor. You'll need plenty of coloured pens and other art supplies may also be helpful. You may want to have recording equipment on hand if you'd like to video the story and the results. It's also helpful to photograph graphic harvest.

What else can be done with a group harvest?

For the StoryHolders

Group harvesting is an ideal input both for taking stock of the learning so far in a project and for polishing a story so that it can be told to another audience. Having external ears listen to your story can help to surface things you haven't seen or haven't taken notice of during the time you were living in the experience. Often an experience is so complex and moves forward with such speed that it is almost impossible to see how it all fits together from the inside.

We suggest using a group harvest to take stock at regular intervals during a project's life. Being well witnessed can be both a blessing and a relief to people who've done the hard yards holding the space for something to happen. Good witnessing enables insights about the key pivotal points in a story to surface, as well as helping other emotions to be heard and released. Deep listening can help a story to identify its protagonists' strengths and gifts, as well as the supports and barriers they faced in contributing those gifts. It can also support a story to rise above the personal to reveal insights about the local context it happened in and even the wider systemic context.

Just as external eyes can help us see something we know well in a new light, external listeners can help story participants to see their own experiences in a new light, often revealing what has not been seen from inside the story. Even such

a simple thing as naming what has not been named before adds immensely to the learning.

If you have harvesters who are expert in body-based knowing or intuition systems, such as constellation work, these can also add a rich understanding to the harvest. Those who are story or narrative practitioners can add a reflection using mythology, metaphor and other story forms.

Specific feedback can also help a team to know what to focus on in polishing their story. Often there are so many details held by the team, that a listener can be overwhelmed. Harvesting can help to bring what's important into sharp relief, supporting a story to become more focused and more potent.

For the Listeners and Harvesters

If storytelling is a skill that is both inherent to humans and one that can be polished with prac-



The 6 Breaths



Graphic harvesting



Music harvest

tice, then so is listening. Listening is the companion skill to storytelling, indeed the story arises in the space between the teller and the listener. In essence, a story needs a listener to become what it can be. We don't often get the opportunity to listen well, especially with a specific purpose, and to provide a necessary feedback loop to those within a committed project. Group story harvesting can provide such a practice and feedback loop, strengthening the community around a project shared in this way.

Harvesting is also a skill that needs practice, and it is important to experience the wide variety of ways a story or an experience can be harvested, each bringing its own richness, much as another facet brings sparkle to a gemstone. Purposeful harvesting is both a good experience and an excellent way to practice. Story listeners and harvesters may want to debrief afterwards on their experience, surfacing their challenges and learning as a way for the group to become more skilful in the future.

Beyond – for the AoH community and wider

Harvests of projects that have gone to scale, as well as those that have faced many challenges, are a valuable contribution to the wider AoH community and beyond, helping us to increase the learning within our network. Sharing practice stories is one of the quickest ways for the principles and practices of AoH to be understood and integrated.

These experiences in group story harvesting are intended first as an input to the Art of Hosting field and also to the wider facilitation field. It is a beginning of this aspect of hosting the harvest and we hope all of you will have much to contribute to this experiment soon. The photos in this document came from the Art of Collaborative Leadership train-

ing at the end of September in Brussels (and aren't they a gorgeous group -- they certainly did gorgeous harvest!). We were harvesting the Financelab UK story. I'm looking forward to putting this to work with a longer standing practice team and outside of a training, so if you have a place you'd like to try it with me, please let me know!

ABOUT THE AUTHOR



*Mary-Alice Arthur is an internationally recognized facilitator and New Zealand's leading narrative practitioner, with major projects to her credit demonstrating the power of narrative and facilitation to set the scene, establish the foundation and continue the integration of positive change. Her powerful results from a telecommunications merger project were written up in the 2006 book *Wake Me When the Data is Over: How Organizations Use Stories to Drive Results* (ed: Lori Silverman). Her business is called SOAR (Significant Orientations, Amazing Results). She works wherever she's invited around the world. You can reach her on mary-alice@getsoaring.com or on mobile +64-21-687-627.*

Method of the Month:

The Teleconference Roundtable

From the IAF Methods Database

Purpose

To provide a visual connection with the voices heard during a teleconference.

Steps

- Prior to your teleconference, ask each participant for a small photo that may be used with the rest of the teleconference participants.
- Make a document with a circle in the center of the page. Put the title, date and time of the teleconference into the circle. Add the agenda or focus question if you wish.
- Place the photos and names of everyone on the call around the circle. (I like to put my own name as facilitator at the 6:00 position, and the content expert or speaker, when there is one, at 12:00.)
- Send out the roundtable before the telecon-

ference and ask participants to have it in front of them during the call.

Instructions:

While facilitating the teleconference, use the virtual roundtable to orient participants to one another. You may go “around the table” for introductions or questions, you may have each person ask a question of the “person on your left” and so forth.

About the Source:

The IAF Methods Database is an open platform for exchange of methods for group facilitation, maintained under an agreement with the International Association of Facilitators for the purpose of aiding in the development of the profession of facilitation. www.iaf-methods.org

A reminder about the membership pilot project

The new approach to managing IAF membership in Europe that began on September 1st 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 two 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:

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)

continued on next page...

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.

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Update from Nominations Committee

I am writing to provide a quick update on this year's open call for nominations to the IAF's global Board of Directors, and to urge members to come forward urgently to nominate themselves or other members for the roles of Treasurer, and Director of Communications.

The period for nominations closed at the end of October and the Nominations Committee (Ulla Wyckoff, Linda Mather, Cameron Fraser, David Wayne, and Gary Austin) is now busy at work reviewing candidates and posting their profiles on the online election site. You can look forward to an email soon announcing when the election site is open and voting is underway.

I would like to thank all those members who have stepped forward for election- on the

slate, we will likely have candidates for Regional Directors in Africa, Australia/New Zealand, Europe, and the United States, Directors of Membership & Chapters, Professional Development, Sponsorship & Endorsements, and for Secretary. The Committee gratefully fielded over 35 expressions of interest!

However, there are still two positions without candidates that require Committed individuals: Director of Communications and Treasurer. If you are interested, please contact me (julielarsen@mac.com, +1 917 612 7405) for a complete role description! The Board is anxious to have all roles filled in time for its 2011 face-to-face Board meeting in London in January.

- Julie Larsen, Committee Chair

Welcome, new and returning members

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

- Christine Amici-Rahoud, Switzerland
- Ljudmila Yurievna Dudorova, Russia
- Oya Ertay, Turkey
- Manelius Kirsi, Finland
- Mai-Lis Lahdefman, Finland
- Anne Berit Mong Haug, Norway
- Christine Regula Zeigler Zandt, Switzerland

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

- Rengin Akkemik, Turkey
- Jimmy Browne, Ireland
- Lain Burgos-Lovece, UK
- Richard Chapman, UK
- Peter Doring, Germany
- J.A.G. Lokhorst, Netherlands
- Karin Nichterlein, Italy
- Alastair Olby, Switzerland
- Bart Segers, Netherlands
- Josef Seifert, Germany
- Arie van Bennekum, Netherlands
- Susan Ward, UAE

Congratulations to the new CPFs!

We extend our heartiest congratulations and best wishes to the newest Certified Professional Facilitators, who achieved this distinction during the assessment event held in Helsinki on Oct. 14, 2010. Thanks also to the assessor team led by Peter Coesmans of the Netherlands.

- Ivor Bundell, UK
- Malin Hallman, Sweden
- Anu Honkanen, Finland
- Axel Jürgens, Germany
- Bertil Löfkvist, Sweden
- Hilde Rydning, Norway
- Clare O'Farrell, Italy



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.

NOVEMBER 2010

- Planning group meeting for WOSONOS 2012 London, Nov. 6-7, London
- "Facilitation Beyond Frontiers", Nov. 6-15, Kovacica, Serbia
- Leading Successful Integration: How to Bring Different Cultures Together, Nov. 10, London England (John Watters, Karen Ward, Andrew Webster - Living Leadership)
- 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)
- 17th Annual Mentoring and Coaching Conference, Nov. 18-20, Dublin, Ireland (EMCC)
- Facilitative Approaches to Building Resilience, Nov. 24, London England (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 - (IAF)
- 16th conference Online Educa Berlin, Dec. 1-3, Berlin, Germany

JANUARY 2011

- Art of Hosting Training, Jan. 11-14, Copenhagen & Zealand, Denmark