



## **FACILITATING COLLABORATION IN THE UK & LIFTING THE VEIL ON THE ISTANBUL CONFERENCE PROGRAM**

## #05 MAY 2011



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](mailto:pamela.lupton-bowers@iaf-europe.eu); [robert.verheule@iaf-europe.eu](mailto:robert.verheule@iaf-europe.eu); [kristin.reinbach@iaf-europe.eu](mailto:kristin.reinbach@iaf-europe.eu); [rosemary.cairns@iafeurope.eu](mailto:rosemary.cairns@iafeurope.eu), or speak with Ben Richardson or Bobbie Redman of Entendu at [office@iaf-europe.eu](mailto: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:** Why is this man smiling?

Robert Verheule, the IAF Europe team lead on conferences and professional development, is thrilled by the response to his call for proposals for presentations at the 2011 IAF Europe conference in Istanbul Oct. 14-16. A volunteer team of IAF members is sifting through the more than 30 proposals that came rolling in, and their advice will help Robert craft this year's programme.

This picture was taken during the IAF Europe leadership team's face-to-face meeting in Belgium in February, held at the ICA centre in downtown Brussels. Such face-to-face meetings are rare - held once or at the most twice a year - but essential for the strategic planning that we don't have time to do on our monthly Skype team conference calls.

Photograph by Rosemary Cairns.

*Please send your contributions to your Newsletter to [rosemary.cairns@iaf-europe.eu](mailto:rosemary.cairns@iaf-europe.eu)*

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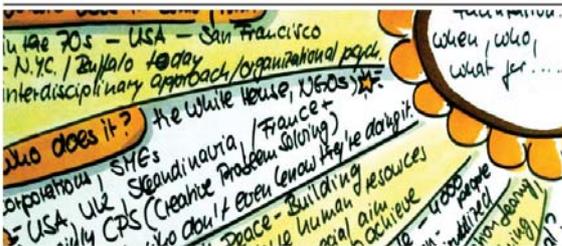
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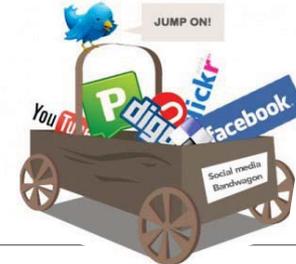
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# Turkish facilitators begin ‘building bridges’

By Rengin Akkemik

I still remember the tremendous excitement I felt when I received an email from Ben Richardson, asking for my thoughts about organizing the 2011 IAF Europe Conference in Istanbul. It was such a dream! What could be more exciting for a facilitator than to host facilitators from all over the world, to share experiences, to learn from each other, to create a synergy, and finally to be able to contribute to the development of the facilitation profession?

When Gary Austin announced, during the opening session of the 2010 Helsinki conference, that Istanbul would be the 2011 conference city, Rena and I were delighted to witness the happy cheers and applause of the delegates. It was like the first sign of a great gathering that will be held in Istanbul, and the phrase that suddenly came to my mind was “Building Bridges”.

I am an Istanbulite and an Istanbul fan, and – like most other Istanbulites – my favorite place is Bosphorus, where two bridges link Europe with Asia. These bridges are like a symbol which points out the strategic role of the City of Istanbul, not just for Turkey, but for Europe as well. Istanbul is a city which builds bridges between different cultures, different life styles, different thoughts and worldviews... Like facilitation!

As Turkish facilitators, mentors, trainers, consultants and coaches, we work with both national and international clients which include all these diversities in their human resources structure, and so I consider “building bridges” as our main focus. No matter what kind of meeting we facilitate, whether it is strategy or product development, conflict resolution or team building or



lead-ership skills, our main objective is to arrive at a mutually agreeable solution to which every single participant feels committed.

I believe that the “Bridges” that we will “Build” together during the IAF Europe Conference in Istanbul will contribute greatly to the recognition of the “Art of Facilitation”.

People who have already visited Turkey might know that the “Turkish Hospitality” is unique and that we like to welcome our guests with joyous surprises. With the help of marvelous Turkish cuisine, the incredible fall colors of Bosphorus, and entertaining traditional shows, our team will do our best to make your visit to Istanbul “unforgettable”.

### Introducing the conference team

Rengin is leading a highly qualified and experienced team of facilitators in Turkey to prepare for the IAF Europe Conference in October. The conference team members, who anticipate soon becoming the founding members of IAF's first Turkish chapter, look forward to welcoming us all to Istanbul this October.



### Rengin Akkemik – FranklinCovey Turkey, Partner – Master Facilitator

Rengin graduated from Istanbul Technical University with a degree in Management Engineering, and has worked in management positions for various companies in such areas as strategic planning, production management, marketing communication, sales and customer relationships.

Since 2004, she has worked for FranklinCovey Turkey as a Master Facilitator, and recently joined the Franklin-Covey managing team as a partner. She is leading the creation of the IAF Turkish Chapter and her passion is to contribute to the recognition of the “art and profession of facilitation” which she considers as one of the most powerful tools in leading the teams of Knowledge Edge.



### Murat Demiroğlu – PwC Turkey, HRS Practice Leader - Director

Murat completed his post-graduate studies courses in Human Resources Management and Development Master Programme at Marmara University, after graduating from the same university in the International Relations Department.

He has worked for PricewaterhouseCoopers as a Human Resource Consulting Practice Leader and has been a Director since 1998. Previously, he worked in a large bank and in a group of companies in the media sector as well as start-up of a consultancy firm operation in HR.



### Alper Utku – MCT Turkey, Partner

Alper leads MCT, a regional consulting and organisational development firm with more than 40 consultants that operates in Turkey, the Middle East and Eastern Europe. He has worked in consulting and organisational development with large organisations for more than 19 years.

His passion is to enable performance for his clients ‘inside-out’, as he assumes that the capacity for high



performance already lies within the client rather than being an expertise that is brought into the organisation from outside.

Alper is in his final year of his studies for the Ashridge/Middlesex University Doctorate in Organisational Consulting. His academic interest is in the area of integrating leadership and Sufism. He speaks Turkish, English and French.



#### **Giuseppe Totino - Professional Certified Coach and Trainer**

Giuseppe is a certified coach and trainer, ACC credentialed with the International Coach Federation (ICF), and a professional facilitator and member of the International Association of Facilitators (IAF). He is a nonviolent communication (NVC) practitioner and trainer, and values the appreciative inquiry approach in working with clients, as well as the findings of positive psychology.

A member of the Encompass Global Consulting Network, Giuseppe is a coach and facilitator for the United Nations Secretariat Management Development Program worldwide. He coaches private clients and executives on both personal and business topics, especially if related to personal or relational conflicts. He teaches leadership, coaching, communication and conflicts management to undergraduate and postgraduate MBA students at two of Istanbul's universities, Yeditepe and Sabanci, and in workshops and classes internationally. He also has served on the Faculty of the International Coach Academy (Australia) where he runs the Executive Coaching Community of Practice.

He is a board member of ICF Turkey and a member of the ICF Conference Educational Steering Committee for the second consecutive year.



#### **Yücel Kosal - YAY Consulting, Professional Certified Coach and Trainer**

Yucel started his management consulting, facilitation, and custom training practice in 2008 after a 22-year career in the incoming travel agency business. His last position was Regional Manager for Hotelbeds Turizm, the incoming agent of First Choice Holidays Plc UK.

Soon after discovering coaching in 2006, Yucel embraced it as the core of his work with executives and organizations. He has studied with the Coaches Training Institute, and is a faculty member of Adler International Learning's Certificate in Professional Coaching program in Turkey accredited by the International Coach Federation. He continues to work with the organization on coaching projects.

The only licensed trainer of HorseDream Leadership training in Turkey, his specialty is leadership for the future. He designs programmes for future-focused leaders who want to

address today's challenges in order to build resourcefulness and capacity to meet tomorrow's challenges, and for team learning and self-learning, creating memorable learning experiences that bring about profound shifts in personal and workplace behaviour.

**Suresh Gunaratnam – FranklinCovey Turkey, Partner – Consultant**

Suresh began his career and undergraduate studies focusing on managerial finance and then, as his career progressed, his interest in professional development and general management led him into operations management and then into strategic management and he completed an MBA to further hone his overall management and leadership skills.

In management positions spanning many countries, Suresh has been involved in mentoring, training/teaching, and facilitating individual and group based learning. He also serves on various boards and ad hoc strategic planning groups.

In Turkey, Suresh pioneered FranklinCovey's partnership with a local university in offering leadership development courses and mentoring for Executive MBA students.

While continuing trainings in personal and interpersonal leadership development and strategy execution and management consulting, Suresh's interest in examining the impact of national cultural dimensions on leadership development and his passion for equipping future leaders has led him to pursue a PhD in management.

**Yekta Özözer – ABC Consulting Ltd, Turkey, Partner – Consultant**

For the first 16 years of a career that has spanned more than 24 years, Yekta served four multinationals, as specialist, mid or top manager, and worked in diverse industries. Since 2004, he has worked as a trainer, facilitator and consultant with ABC Consulting Ltd and currently is working with more than 70 large corporations in Turkey, Europe, Middle East and the Far East.

The author of four books and various articles published in Turkish or English, he has particular experience in facilitating innovation processes, management, and conflict management, as well as innovation management. He holds a BSc in Electronics Engineering from Bosphorus University and an MSc in Finance from Strathclyde Business School in Glasgow in 1990, where he studied with a full scholarship from the British Council.



# 'C' is for 'Conference' - and for 'Cash Flow'

By Ben Richardson

*Editor's note: Ben is planning his fourth IAF Europe Conference, in collaboration with the IAF European leadership team. The excitement and anticipation of bringing colleagues and fellow facilitators into one place to share in the Europe Region's annual Conference is tempered by the challenges of managing a six-figure budget which relies heavily on registration fees. I asked him to explain why it is so important that you register as early as possible.*

It never ceases to amaze me just how much is achieved by the IAF in the European Region with limited resources. This is achieved, on a very slim financial budget, through the voluntary work of the European leadership team and other loyal members, and through prudent financial planning.

The annual Regional Conference is a key example of this complex balancing act. Each year, we begin by developing a cost model and cash flow plan, with estimates of potential registration and sponsorship revenue. This cost model, involving six-figure sums, is approved on the basis that sponsorship funds and delegate fees arrive before the bills must be paid.

At that point, we sign contracts with the venue which commit us to a specific schedule of payments. To make sure that everything is on course, or to see where we

need to make adjustments to our projected costs, the Europe Team provides monthly progress updates to the Global Board.

While we already know what we need to spend on the venue and logistics and when those amounts must be paid, we never know quite when the registration funds will arrive to cover those commitments – as that depends on all of you.

This is why we start marketing the

conference so early in the year and work so hard to encourage you to book early. A steady flow of registration revenue ensures that we can meet our obligations and serve you most effectively.

For example, as part of our prudent financial planning, we have some 'let out' clauses in our contract with the conference venue. One is the option to reduce our requirement on bedrooms by the middle of June. Cancelling 10% of the bedrooms would reduce our financial commitment, but it would also reduce our ability to house as many delegates as we can in the conference hotel.

You can help us bridge the cash flow challenge by registering now, rather than leaving it to the last minute. If you need some help in paying the registration fee – perhaps by paying in several instalments – do let us know. We are happy to see if we can help.

You might be worried that if you register now and then have to cancel for personal reasons, you may lose money. Please be assured that while our terms and conditions on cancellation state that we may make a charge, we do understand that unforeseen circumstances sometimes change your plans. We will view any cancellation on its individual merits and our ability to refill the cancelled place.

As you will see from Robert Verheule's article on the developing Conference programme for Istanbul, and from Rengin Akkemik's article about the planning team, Istanbul 2011 promises to be a great meeting. We hope to see you there.



# Lifting the veil

By Robert Verheule

Editor's Note: Robert Verheule, the IAF Europe team member responsible for conferences and professional development, leads conference programme development. A dedicated volunteer team of IAF members is assisting him by reviewing proposals, ensuring the final conference programme will be relevant, useful and exciting as possible for facilitators in Europe. When we asked Robert to lift the veil a little on the 2011 IAF Europe conference programme, we discovered he is very happy and excited about what is already in place for Istanbul, and what is to come!

We have had a great response to our 'Call for Proposals' and the selection team members are busy reviewing the many offers we received. Right now we are composing the programme, trying to balance the menu with workshops on professional and personal development, tools techniques and methods as well as discussion about the profession.

This year, for the first time, Friday will be a full day of sessions, extending the conference to two and a half days. We thought this would give the conference more body and make the travelling more worthwhile.

While we worried at first about whether we could fill so many time slots with interesting workshops, we received so many promising proposals that we will be able to offer at least 30 very interesting topics.

We received a surprising number of proposals from outside Europe, not only from long-time supporter Michael Wilkinson, who has enhanced our conferences many times, but also from others who haven't presented at our European conference before. I don't know if it is the reputation of our conferences or the reputation of the great city of Istanbul; I reckon it is both.

Moreover there's great interest from Turkey itself, which has a lively facilitator community, and I'm really looking forward to learning about their perspectives on facilitation. I am pleased to announce that FranklinCovey Turkey will host



*In Brussels in February, the IAF Europe team talked extensively about conferencing and professional development (Photo: Rosemary Cairns)*

the Opening Ceremony and will explore "Facilitating the Five Choices that people make."

New features in this year's program that I would like to highlight include:

- a category called "keeping the chimney smoking" which will provide advice on how to increase your clientele, making this conference not only a professional and personal opportunity, but also a financially viable investment. So it is increase, rather than improve.
- the 'jumpstart into facilitation training' , a one and a half day course covering the very basics of facilitation that is intended for people who are still at the very beginning of their facilitation journey. The course will help participants gain some hands-on

understanding as well as tools and techniques for ‘domestic’ use, and is designed so participants can fully enjoy conference life while also following a training programme.

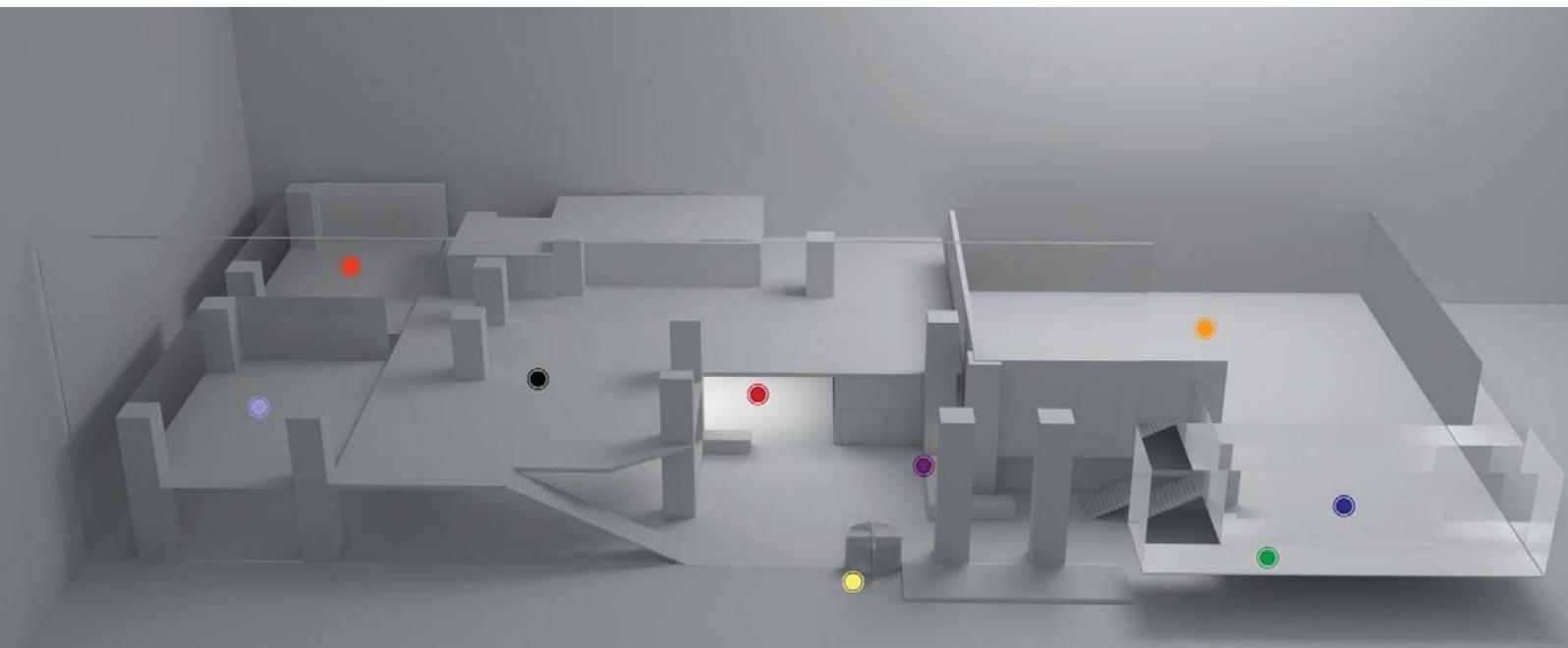
- Topics will be covered by presenters who are leading conference workshops, so participants will receive the **best of the conference** ‘served on a platter’. I’m thrilled we can offer this programme and am almost tempted to do it myself, knowing who already has offered to help. Anyway, I’m looking forward to inviting our conference newcomers straight into the community of the IAF.

Oh yes, we have also received many proposals for pre-conference sessions too. One of them will combine a city tour with discussions on facilitation, showing you Istanbul from a facilitation point of view. More information on these events soon.

Last but not least, there will be two days of CPF assessment running before the

conference and there are still candidate places available. If you feel you are up to the challenge, please email [certify@iaf-world.org](mailto:certify@iaf-world.org) to register your interest.

If you wish to arrive the night before the start of the Conference (or even stay after), you may contact the Conference Office to extend your stay at the Dedeman Hotel or please check out the useful hotel websites listed at [http://iaf-europe-conference.org/Hotel\\_List.pdf](http://iaf-europe-conference.org/Hotel_List.pdf) While I’m aware I didn’t give away much, I do hope I have conveyed some of my excitement about this very promising conference to you. I promise that there will be many more details in next month’s newsletter (and in the meantime, do check the conference website regularly to see the program as it evolves over the next few weeks, at [http://iaf-europe-conference.org/conference\\_programme\\_2011.pdf](http://iaf-europe-conference.org/conference_programme_2011.pdf).) So book ASAP (and note: the conference rate for the hotel rooms has limited availability).



The Conference will occupy a major part of the ground floor area of the Dedeman Hotel. This will include the main conference hall, larger session rooms and exhibition areas. Other workshop rooms will be on the first floor.

	Main Conference Hall (The Ballroom)		Hotel Entrance
 	Ballroom Foyer and Glass Foyer		Hotel Reception Desk
 	Esen Rooms 1 and 2		Hotel Lobby Bar
	Conference Desk and Exhibition		

If you wish to learn more about Exhibition or Sponsorship opportunities, please contact the Conference Office at [conference@iaf-europe.eu](mailto:conference@iaf-europe.eu) or go to [http://iaf-europe-conference.org/sponsorship\\_opportunities.html](http://iaf-europe-conference.org/sponsorship_opportunities.html) .



Eleven participants attended the first Facilitators Practice Group in London in April and more are expected for the next session in July. (Photo by Fran O'Hara)

# The Facilitator's Practice Group

## Creating a collaborative learning community

By Ashiq Khan and Fran O'Hara

The Facilitator's Practice Group grew out of a discussion on the 'UK Facilitators Network' linked-in Group, after discovering a common need to practice facilitation – away from a client arena.

Based all over the UK, we are a group of facilitators with a broad range of backgrounds, experience, skillsets, and a wide spectrum of facilitation styles. We meet regularly to network, share skills, experiences, and creative energies and to create a collaborative community of learning. Our main aim is to raise our game and try out fresh ideas.

We have one common vision - to practice facilitation in a 'safe' group -learning environment.

### How do we practice?

We hold 'try out' facilitation practice sessions with both experts and less

experienced members and give insightful reviews.

- To repeatedly practice, reflect, learn, and adapt your approach, share learning and gain new insights.
- To try out new facilitation approaches/ methods, tools and processes.
- To make mistakes and gain opportunities to learn in a safe environment.
- To share knowledge, expertise, ideas, observations, lessons learnt, advice, perceptions.
- To review and give constructive feedback both as Facilitators and as participants.
- To be open and inclusive for all group members regardless of previous experience and ability.
- To identify strengths and opportunities for improvement.

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Ashiq  
Stop Following

## Is there a UK voluntary group which runs facilitation practice sessions similar to Toastmasters?

2 months ago

*The question that started it all (screen grab from Linked-In by Fran O'Hara)*

A framework for each session is created in advance, with participants preparing materials for specific timeslots and the group feeding back comments afterwards. These short 1-1 ½ hour time slots ensure several activities can take place, increasing the learning and the participation level.

Different people have different styles. Broadly we prepare our materials, 'Just Do it', and then review afterwards. We want to try out different methods, tools and processes and find out what works for 'you' or 'me' and in which context, and get valuable insights on how to keep improving.

### What have we done so far?

We held our first one-day event on 12 April, 2011 in London, with 11 participants. As more than 20 people indicated they wished to be part of the group, we anticipate this number rising as the group evolves and may run multiple events if required.

This session resulted in really positive outcomes, ranging from a high level of knowledge transfer and learning at the session, to members connecting independently and potential working partnerships being identified, further group discussions via email, and recommendations for future training.

While it felt a little like a 'blind date' at the start, the event quickly evolved into an energized open, sharing, professional development session.

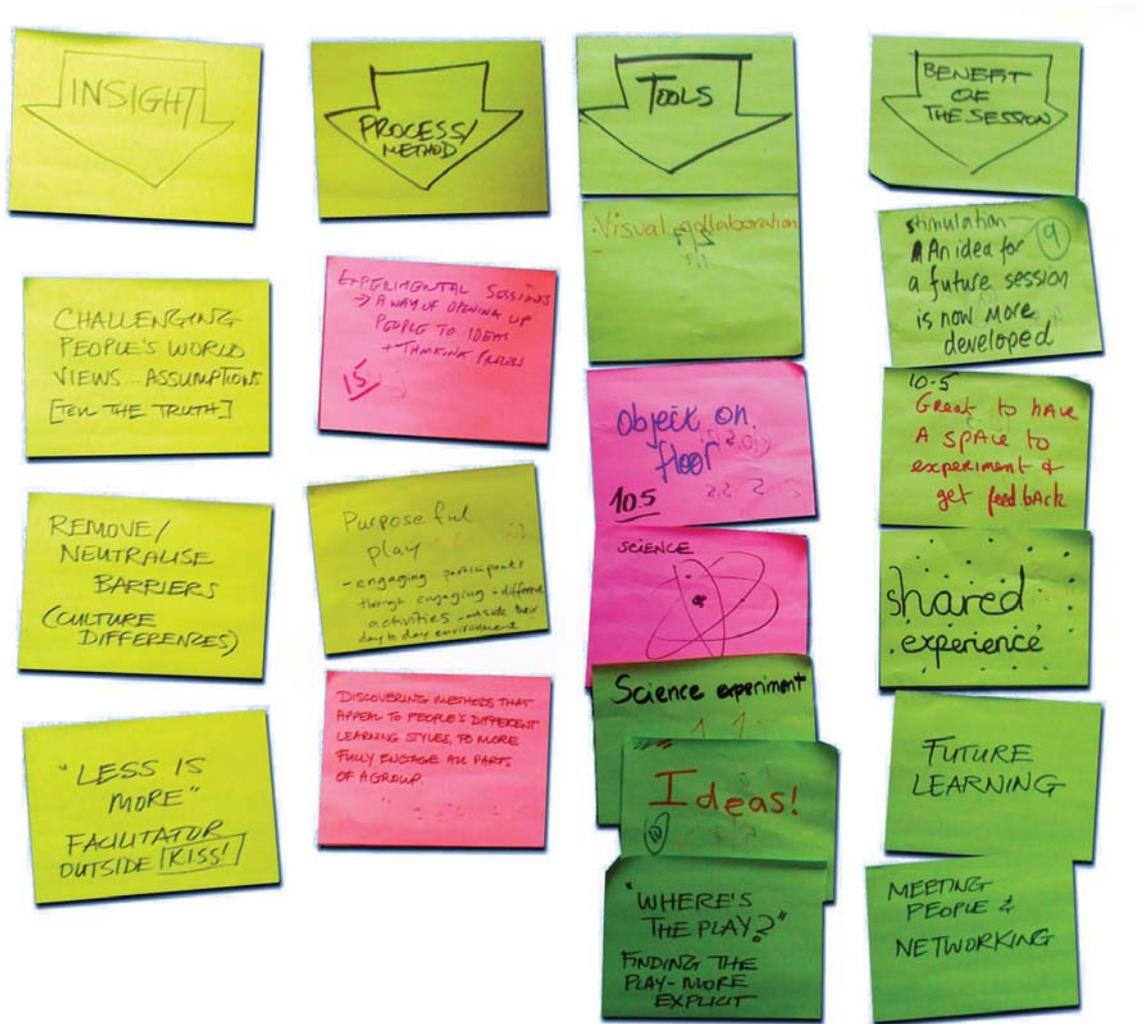
A major benefit for all attendees was the range of activities undertaken, presenting an opportunity to move outside our personal areas of expertise and sectors, identify transferable methods or simply new ways of looking at established methods, and an opportunity to stop and reflect.

We started by exploring a range of ice-breakers. One of the group activities involved scientific experiments, and demonstrated the value of 'play'. Another was a role play exercise, incorporating a coaching and process development element. The way we worked together, our materials and approaches also created dialogue, with post-its and giant wall sheets used as part of graphic facilitation.

We created a visual map at the end of our first facilitation event to summarize the outcomes, to capture the learnings for those not able to be present, and to provide content ideas from the group for our next event.

### Who took part?

As well as ourselves, Ashiq and Fran, participants included Andrea Gewessler, Tim Sims, Elizabeth McDonnell, Emma Konopka, Lesley Adams, Octavio Dos Santos Netó, Graham



“A great group with a really wide range of skills and experience, and fun too!”

Fran O'Hara, Creative Director/Graphic Facilitator, Scarlet Design International Ltd

“I appreciate your cooperation in my experiment and have drafted a significant part of the materials following my session, it was truly inspiring”

Graham Rawlinson, Director at MindTrust International LLC

“A great success, a fantastic opportunity to practice, see other facilitators methods and get some great ideas to take away.”

Gillian Barnes, Senior Business Analyst, Fidelity Investments

“What an enjoyable and stimulating time we had at the first meeting of the Facilitators Practice Group (FPG) - I look forward to future events.”

Elizabeth McDonnell, Professional facilitator, mediator, tutor and researcher

The evaluation of the first meeting was very positive (photo: Fran O'Hara)



A visual map done at session's end summarized outcomes, captured learning and generated ideas for the next session. (Photo by Fran O'Hara)

Rawlinson, Dominic Faulkner, and Gillian Barnes. You can find us on the UK Facilitators Group on Linked-In.

All of us took part either before or during each try out session or during the review sessions, either as facilitators or as actively engaged participants, and we all gained insights from shared knowledge transfer. Here are some of our comments:

#### How can you set up a FPG process?

1. Find a suitable network of likeminded people. Clearly understand the group's development needs and motivations and your own.
2. Identify a person to lead the organization of the first session, to 'make it happen.'
3. Align your objectives around a common group vision, through online discussion, emails and also ideally a conference call before an event.
4. Find a suitable venue, and ensure group commitment before your start holding events making sure enough commit to cover costs. We identified 10-12 participants as the optimum number for a one day event.
5. Get practicing! The first session is the most critical; ensure experienced facilitators attend to deliver a good start and finish.

6. Once the first event is completed, follow up to keep the ideas flowing and look for positive signs that people are networking and sharing ideas.

Keep it simple, informal and lean in terms of process and administration and ensure people get real value from each event – good insights, learning, fun and positive energy will ensure that you can sustain your group and commitment to future events.

Conduct a group evaluation at the end of each session to identify learning's from the session and ideas for future sessions – harnessing the group's energy.

#### What next?

We're aiming to hold four events a year; with the next event due to be held on Monday 4th July 2011 in Central London. If you want to come along then email me and register your interest at this link: <http://events.linkedin.com/Facilitators-Practice-Group-1-day-event/pub/653839>

If you're interested in coming to our future FPG events in London just get in touch... otherwise why not set up your own group and invite us along? Good Luck!

# Creative experimentation and purposeful play:

## Facilitating engagement, collaboration and learning

By Elizabeth McDonnell

The incentive to try out a session on creative experimentation at our first meeting of the Facilitators' Practice Group came from my involvement with a project in Croatia (<http://www.con-sol.org/>), which uses science activities in workshops that seek to address community segregation. An added bonus for me is rediscovering the delights of playing with science – I was a research scientist in a previous time!

The criteria I use in selecting such science activities are:

1. they are engaging and interesting
2. they require no prior scientific experience or knowledge
3. they have added value in enabling development of transferrable skills
4. they are simple to set up and do not require any specialised equipment.
5. The following two activities meet these criteria:

### Investigating the surface tension of water

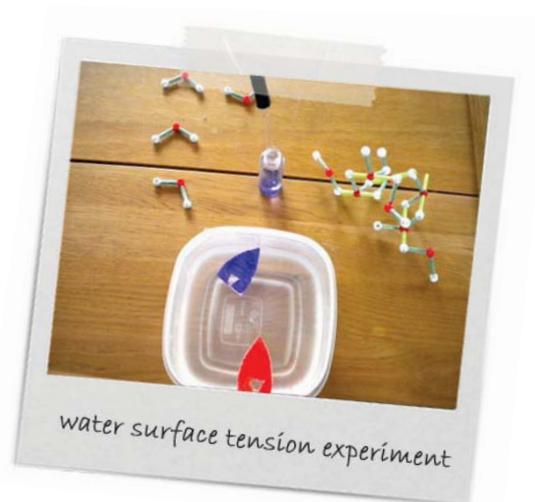
[http://educationaltoyfactory.com/surface\\_tension\\_experiment.htm](http://educationaltoyfactory.com/surface_tension_experiment.htm)

Add a drop of washing up liquid to the water and see the 'boats' zip across the surface. Why?

### Investigating the properties of light

(<http://www.gsc.org.uk/sciencebitesmysteriousmoney.aspx>).

Looking from above, a coin can be seen under each jar.



*Dish soap is the key to making the boats move  
(Photo: Elizabeth McDonnell)*

Looking from the side, a coin can be seen under the jar on the right but not that on the left. Why?

Depending on the group and purpose of the session, the activities can be facilitated in different ways. The purpose will determine the level to which you delve in the activities e.g. is it about the content, the group process, or skills development?

It is important that the participants try the activity for themselves and 'play', as this is the essence of creativity, curiosity and exploration. Rather than presenting an explanation, the group should try to come up with a hypothesis based on their existing knowledge, sharing with peers, experimentation and testing.

The participants at the FPG session engaged readily with the activities and provided feedback



*Cutline missing*

on their experience. They liked the approach – nothing was too silly, all could contribute, it was ok to play and experiment. The process supported collaboration, made use of the different abilities and skills in the group, and supported challenge without generating too much conflict. There was a need to be curious, to question assumptions and perceived ideas, to be willing to dispense with solutions that were shown to be invalid and to share knowledge.

Some barriers were identified such as the difficulty in visualizing what is happening, a lack of appropriate language, preconceptions, a mindset that science is difficult and low confidence. It might help to have a framework to guide the inquiry, although some very much liked its open-ended nature.

There is also a question of how to engage participants who have knowledge of the science involved- perhaps by briefing them to facilitate others in the process of inquiry?

The session affirmed for me that use of simple scientific experiments provides a way of engaging participants in learning and in working together that draws on those human attributes of a sense of wonder, curiosity and creativity.

In addition, a certain rigour and discipline is required in the inquiry process.

I plan to look at evolving this work into an offering for piloting with a range of groups of differing backgrounds, ages and cultures and to investigate the ways in which it can contribute to the development of conflict management processes. Your thoughts and feedback are welcomed!

#### ABOUT THE AUTHOR



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# The Connected Facilitator:

## What's in the Online Toolbox?

By Gillian Martin-Mehers



Full disclosure: I ran a workshop at the International Association of Facilitators Europe Conference on Facilitation and Web-based Tools. It went well, and the participating facilitators were enthusiastic users and happy to share. We did a quick mass collection of what and how people were using different tools - I diligently took down the flipcharts and promised to send out the results.

Well, in an office clean today I found those flipcharts, buried in a stack of papers. Hmmm, to keep my promise, I thought I would share the results. If any of you who attended read this, I will apologize profusely and sincerely hope that "Better Late Than Never" is actually true.

So here they are, a list of tools that this group of facilitators reported using (I have checked, added some notes, and updated them where necessary). Some of these are obvious and some a little less so, in any case it is an interesting snapshot of what web-based tools are in a facilitator's online toolkit:



### YouTube

- Creating and posting video clips to be played in face-to-face events or a WebEx event when participants/speakers cannot attend live, or to save costs or carbon, or just for additional time-restricted content (e.g. you need an on target 5 min clip and not a speaker who will go over by 10 min);



### Blogs (e.g. Wordpress or Blogger)

- Sharing written blog updates relating to facilitation work and linking them to your company or institutional website as information about your work;
- Blogging for knowledge sharing on facilitation;
- Setting up a new blog to support a particular training or facilitated event

- Using video clips as an information and learning source for facilitation ("Facilitation" has 2,970 YouTube video clips available today);
- Uploading videos of you in action for promotion of your facilitation work (and to answer the "What is Facilitation?" question as you would answer it);
- Uploading videos of your work for funders as a part of evaluation or reporting process;
- Uploading video for participants of projects and events in addition to or replacement of a written document (as in a final "video report").

(I also like <http://www.posterous.com/> for this, as it is very easy to use it in sessions to share group work and keep real time track of products created, mainly because posting is done by email);

- Creating an internal blog for a group of facilitators- for in-team learning, requests for help and challenging management decisions (sic);
- As a place to connect to and share web-based facilitation resources (e.g. you could set up a blog to aggregate other blogs and online resources on facilitation, or you could simply connect up to relevant blogs through a dashboard, a reader, or using something like Delicious (one of a number of social bookmarking sites - Note: Delicious is owned by Yahoo and might be closing, so do some research if you want a good social bookmarking site - I personally just switched my Delicious links to Evernote).



#### Ning

- Setting up one to support specific training or facilitated events, for posting updates for a distributed community during an event, and community development more generally before and after a facilitated event;
- A place to facilitate or join topical discussions related to any theme (there are 65 nings that are tagged with Facilitation);
- As a support platform for building new organizations or networks (Note: This used to be free, and is now a pay platform).



#### Wikis

- Creating an internal wiki in an organization to collect and record learning (such as pbworks);

- Using other wikis as an information source and for sharing on things like games - such as the gaming wiki WoWWiki to understand everything from "chat" to "bloodcurse" about how the game works (you might wonder about using World of Warcraft for learning - try a 30-day trial and see what you think - I enjoyed exploring it for examples of negotiation, teamwork, collaboration etc.) (Anyways, another facilitator put this down as being useful for him, so you don't have to take my word for it :-)



#### LinkedIn

- Useful for promotion and business for facilitators (I have now had a number of requests come through LinkedIn and not email initially);
- Helping to manage professional links - especially people who work with many different teams and organizations;
- There are many functions for networking (e.g. slideshare, events, etc.);
- As a place to tap into ongoing discussions through LinkedIn Groups - today in the Groups Directory there are 219 Groups that deal somehow with Facilitation and 8,280 with Learning.



#### Twitter and Twitter-like tools

- Can be used to generate energy around a project (keep people posted, update on activities, achievements, learning etc.);
- A place to talk facilitation business with other facilitators ("Follow" other Facilitators - and see who they are following to find others);
- To identify communities through hashtags (such as #Facilitation, #AppreciativeInquiry and #Learning and anything else you care to find);

- Useful as a way to gather customer appreciation (what are people tweeting about your facilitation work?)
- Using Yammer (a private Twitter-like tool) internally in an organization to keep track of people and their work, ideas, etc.;
- Using Backnoise in events for more audience participation.



#### Facebook

- Maintaining "social" work contacts;
- Using the Events (+CreateAnEvent) function for announcements and promotion of your facilitation work;
- Starting a business page for your facilitation work (to inter alia "Invite your friends", "Tell your fans", "Post status updates" etc.)



#### Second Life (This dates us a little)

- Useful for dialogue and storytelling practice;
- Keeping in touch with the virtual world technologies;
- Useful as an alternative to conference calls, to make them more interactive.

#### Others

- <http://www.doodle.com/> for meeting time planning and invitations (MeetingWizard is another);
- Basecamp for project management and as a collaborative tool for teams of facilitators or facilitators and their partners;
- Personal Brain (<http://www.thebrain.com/>) - Useful to develop self-managed learning applications or even as support for group mind mapping, brainstorming, and more;
- WebEx - video conferencing for facilitation and training;
- Campaign monitor - for email marketing campaigns;
- Zoomerang and SurveyMonkey - free places to create and run surveys and questionnaires - useful for both demand articulation/needs



assessment as well as post-workshop evaluation/feedback.

- To this list I would add Evernote to keep track of the photos of flipcharts that I take, and I attach any other job aids I produce, I also have an image of all the visual facilitation icons that are standards that I might want to include on a flipchart, this is in addition to all my online links which have become a valuable on-demand resource for me (as mentioned above)

I think this list is interesting as a snapshot of what and how Facilitators are using web-based tools in their facilitation work, as well as a way to acknowledge that we all are using new media today in so many different ways. (Please feel free to add to the above!) I'll bet you are using something in each category above - before you read through this list did you realise how many online instruments were on your facilitator's dashboard?

(Michael Randel added the following suggestions:

- For planning online meetings, Meeting Planner on [www.TimeAndDate.com](http://www.TimeAndDate.com) is very useful for visualising times around the world.
- For visualising meeting notes (also during an online meeting), Compendium and the issue-based idea mapping 'grammar' that it supports  
<http://compendium.open.ac.uk/institute/download/download.htm>

- Skype can be used in conjunction with web-meetings to allow people to communicate with each other while still having a shared display, notes Michael Randel. He ran a board retreat where three people were attending remotely, so he treated them as a small group for breakout sessions, allowing them to talk to each other on the phone line). See <http://www.randelconsultingassociates.com/Working-with-Visuals-in-Meetings.htm>

## ABOUT THE AUTHOR



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### Links referred to in the article:

YouTube	<a href="http://www.youtube.com">www.youtube.com</a>
Wordpress	<a href="http://www.wordpress.org">www.wordpress.org</a>
Blogger	<a href="http://www.blogger.com">www.blogger.com</a>
Delicious	<a href="http://www.delicious.com">www.delicious.com</a>
Evernote	<a href="http://www.evernote.com">www.evernote.com</a>
Ning	<a href="http://www.ning.com">www.ning.com</a>
WoWWiki	<a href="http://www.wowwiki.com">www.wowwiki.com</a>
World of Warcraft	<a href="http://www.wowwiki.com/World_of_Warcraft">www.wowwiki.com/World_of_Warcraft</a>
LinkedIn	<a href="http://www.linkedin.com">www.linkedin.com</a>
Twitter	<a href="http://www.twitter.com">www.twitter.com</a>
Yammer	<a href="http://www.yammer.com">www.yammer.com</a>
Backnoise	<a href="http://www.backnoise.com">www.backnoise.com</a>
Facebook	<a href="http://www.facebook.com">www.facebook.com</a>
Second Life	<a href="http://www.secondlife.com">www.secondlife.com</a>
Meeting Wizard	<a href="http://www.meetingwizard.com">www.meetingwizard.com</a>
Basecamp	<a href="http://www.basecamphq.com">www.basecamphq.com</a>
WebEx	<a href="http://www.webex.com">www.webex.com</a>
Campaign monitor	<a href="http://www.campaignmonitor.com">www.campaignmonitor.com</a>
Zoomerang	<a href="http://www.zoomerang.com">www.zoomerang.com</a>
Survey Monkey	<a href="http://www.surveymonkey.com">www.surveymonkey.com</a>
Skype	<a href="http://www.skype.com">www.skype.com</a>

## Methods of the Month:

# Instant Service Development & The Treasure Chest of Gifts

By Maureen Jenkins, IAF Methods Database

Thanks to Maureen Jenkins and the IAF-Methods Database for these two methods. You can find these, and hundreds of other methods, in the IAF-Methods Database at [www.iaf-methods.org](http://www.iaf-methods.org).

### Instant Service Development

In this warm-up for a creative thinking session, timing is flexible. You may wish to do it with only 10 minutes of teamwork or expand to as long as 40 minutes of teamwork, depending on how long your session is.

#### Purpose

To warm up a group's creative thinking abilities.

#### Steps

- Divide your group into teams of 3 – 5 people.
- Ask each individual to write two random common nouns each on a post-it. Remind them perhaps that a noun is a person, place, animal, concept or thing. Ask them not to use proper nouns like Casablanca, Pepsi or Jackie Chan. Common nouns are words like: goldfish, cellulite, wisdom, propeller, meadow, communication, fisherman, etc.
- Have the participants stick all of those post-its onto the wall, a whiteboard or a flipchart.
- Ask each team to send forward one member. The member stands with his or her back to the post-it display and selects three words.
- Assign the teams to take 10 to 40 minutes (depending on how much time you have) to devise a new service which employs all three of the words they have chosen. They should give their service a name, and then, according to the time you have available and the sort of group before you, have them design a sales poster and/or a list of the new service's benefits, and/or a sales presentation, and/or a target market, and/or an outline of a business plan.

#### Debriefing:

- a. Teams each present their services.
- b. What did your team do to make decisions?
- c. What was difficult for you in this assignment?
- d. What was easy?
- e. What sort of thinking is going on here?
- f. What tips do you take away from this exercise for our creative thinking today?

This second Method is a very simple technique that Maureen often uses in both face-to-face meetings and in teleconferences. It turns around a common technique that is used in many workshops, which involves having participants make extended lists of what they expect, what they wish to accomplish and perhaps also what they will not tolerate from one another.

### The Treasure Chest of Gifts

#### Purpose

An alternative way of opening a meeting by asking for commitment from the participants.

#### Steps

- Divide As the group stands in a circle, describe to them the large, invisible chest that lies in the middle of the room.
- Say that you are asking each person to put into the chest one (or more) gifts they bring to share with the rest of the group during the meeting.
- Begin yourself with one thing you are bringing to put in the chest for everyone, and then have the rest of the group go around.
- You can close this session by pointing out that there will be many more gifts and surprises in that box at the end than there are now.

# New basic info pack about facilitation and the IAF

## Some answers brought to you by Kristin Reinbach

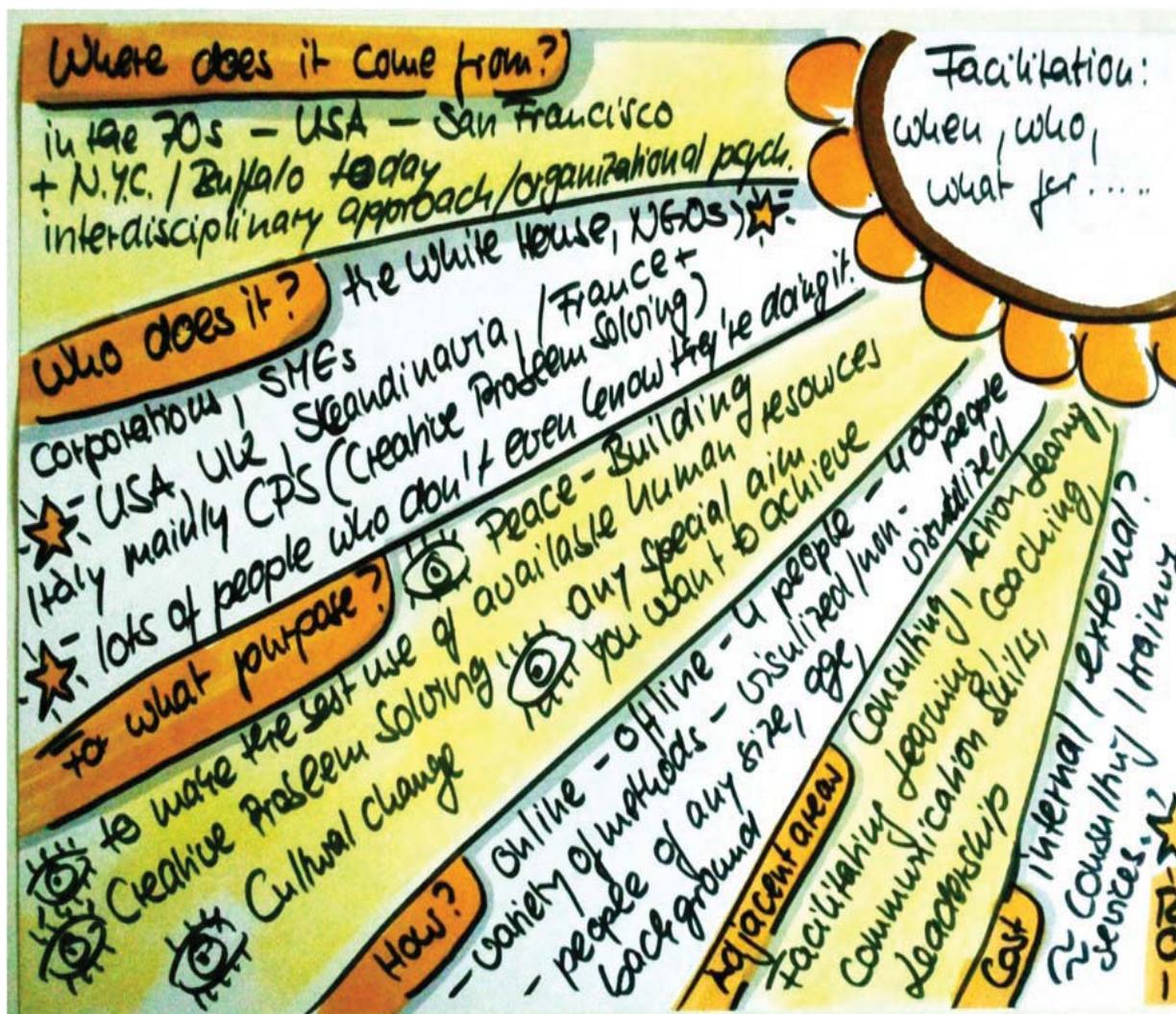
By Kristin Reinbach



Last month, Kristin Reinbach, the member of the IAF Europe leadership team responsible for chapters, was invited to speak at a lunch and learn session to give people some facts about the art of facilitation and the IAF as the main organization promoting this art.

As the session was an online webinar, Kristin developed some basic visuals rather than power point slides. These visuals might help chapters explain to other people what we're doing in an easy and lively way, especially if you are holding a chapter session and inviting guests who are not yet IAF members.

Anyone else who wishes to use the visuals is welcome to do so. Just send Kristin an email at [Kristin.reinbach@iaf-europe.eu](mailto:Kristin.reinbach@iaf-europe.eu) and she will send them on to you.



# Welcome, new and returning members

(April 2011)

We would like to warmly welcome the following new members who joined IAF in April:

- Alex Brazhnik, Russia
- Lera Efremova, Russia
- Maria Elander, Sweden
- Tineke Elgersma, Switzerland
- Christopher Hansard, UK
- Christine Kiliam, Sweden
- Alexandra Kosulina, Russia
- Meryem Le Saget, France
- Yekta Ozozer, Turkey
- Bernard Peeters, Belgium
- Merih Tangun, Turkey

We also want to welcome back returning members who renewed their IAF membership in April:

- Sue Banjo, UK
- Jonathan Dudding, UK
- Gian Carlo Manzoni, Italy
- Eugenio Molini, Spain
- Luciana Niven, Switzerland
- Stuart Reid, UK
- Christian Rieckmann, Germany
- Andrey Zorin, Russia



## Facilitation Workshops and Meetings 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 [rosemary.cairns@iaf-europe.eu](mailto:rosemary.cairns@iaf-europe.eu).

### MAY 2011

- Group Facilitation Methods, May 3-4, Taunton UK (ICA:UK)
- Group Facilitation Methods, May 4-5, Gateshead UK (ICA:UK)
- Axladitsa Immersion: The Mystery, Mastery & Artistry of Living Wholeness, May 6-15, South Pelion, Greece
- Art of Hosting training, May 9-12, Budapest, Hungary (Sol Hungary, Erika Karman, Agota Ruzsa)
- Working with Resistance, a Twilight Seminar, May 11, Glasgow UK (Kinharvie Institute of Facilitation)
- Leading Beyond Boundaries, May 11, London UK (Living Leadership)

- Art of Transformation Lab, May 11, Berlin, Germany (Art of Transformation Lab team)
- The Power of the Pen - Graphic Facilitation, May 14, Brussels, Belgium (Nick Payne)
- Applied Improv at the Seaside, May 14, The Brighton Steiner School, Roedean Road, Brighton East Sussex (Belina Raffy)
- 2nd European Open Space Learning Exchange, May 17-20, Cagliari, Sardinia, Italy
- Facilitator Masterclass, May 17 - 19, Hertfordshire UK (Kaizen Training)
- Advanced Facilitation Skills Workshop, May 24-25, Knaresborough, Yorkshire, UK (facilitate this!)
- Loving Work - Loving Play, May 28-30, Findhorn, Scotland (Patch Adams)

### JUNE 2011

- Introduction to Group Facilitation, June 7, Manchester UK (ICA:UK)
- Group Facilitation Methods, June 8-9, Manchester UK (ICA:UK)

- The art of collaborative leadership ~ cultivating our capacity for hosting systemic transformation, June 9-12, UK (Hara Practice Collaborative)
- Riders on the Storm virtual learning set (5 months) begins June 13 (Wilson Sherriff)
- Lego® Serious Play® Facilitators Training, June 13-16, Brussels, Belgium (Per Kristiansen)
- Brain Friendly Learning for Trainers, June 14 – 16, Hunton Park, Abbots Langley, Hertfordshire, UK (Kaizen Training Ltd.)
- Change the Conversation, Change the Organisation, June 22, London, UK (Living Leadership)
- Facilitation Fundamentals, June 28-29, Knaresborough, Yorkshire, UK (facilitate this!)

#### JULY 2011

- Facilitator's Practice Group, July 4, London (Ashiq Khan)
- Group Facilitation Methods, July 5-6, London UK (ICA:UK)

#### SEPTEMBER 2011

- Group Facilitation Methods, Sept. 1-2, Gateshead UK (ICA:UK)
- Group Facilitation Methods, Sept. 7, Manchester UK (ICA:UK)
- Action Planning, Sept. 8, Manchester UK (ICA:UK)

- PeerSpirit Circle Practicum, Sept. 19-24, Frankfurt, Germany (Ann Linnea and Christina Baldwin)
- Facilitator Masterclass, Sept. 20-22, Hunton Park, Abbots Langley, Hertfordshire, UK (Kaizen Training)
- Kaizen 101: Essentials of Continuous Improvement, Sept 27-29, Hunton Park, Hertfordshire, UK (James Roseneck, Kaizen Training)
- Participatory Strategic Planning, Sept. 28-29, Manchester UK (ICA:UK)

#### OCTOBER 2011

- Brain Friendly Learning for Trainers, Oct. 11-13, Hunton Park, Abbots Langley, Hertfordshire, UK (Kaizen Training Ltd.)
- CPF Certification event, Oct. 12-13, Istanbul, Turkey (IAF)
- 'Walking the Power of Now in Istanbul', 1330-1630 Oct. 14, Istanbul (Partners in Facilitation)
- IAF EUROPE CONFERENCE, OCT. 14-16, ISTANBUL, TURKEY
- Power & Systems UK Accreditation for the Organization Workshop, Oct. 17-21, The Cotswolds, UK (John Watters)
- Group Facilitation Methods, Oct. 25-26, London UK (ICA:UK)



**IAF EUROPE CONFERENCE 2011**  
Istanbul • Türkiye • 14<sup>th</sup> - 16<sup>th</sup> October 2011