



## **IAF Canada Newsletter - September 2008**

*The mission of the IAF is to promote, support, and advance the art and practice of professional facilitation through methods exchange, professional growth, practical research, collegial networking, and support services. This is accomplished through peer-to-peer networking, professional development, and annual conferences which are critical means for fulfilling the mission and reflecting our core values.*

Editor: John Butcher, IAF Canada Regional Representative

Contact: [jbutcher@magma.ca](mailto:jbutcher@magma.ca)

(613) 725-2280

### **Welcome New Members**

A very warm welcome to IAF to our newest Canadian members, who have joined (or re-joined) since our last Newsletter in May 2008:

- Roger Berthelot, Outremont, Quebec
- Lynn Cockburn, Toronto, Ontario
- Lynda Copeman, Richmond, Ontario
- Susan Cutts, Vancouver, British Columbia
- Bonnie DePaul, Guelph, Ontario
- Kathy-Jane Elton, St. John's, Newfoundland and Labrador
- April English, Vancouver, British Columbia
- Julian Griggs, Vancouver, British Columbia
- Rita Gupta, Toronto, Ontario
- Darren Karasiuk, Toronto, Ontario
- Beth Ann Kenny, Beaverton, Ontario
- Alex Leman, Toronto, Ontario
- Melissa MacInnis, Toronto, Ontario
- Jorge Oceguera, North Vancouver, British Columbia
- Gina Pecore, Conception Bay South, Newfoundland and Labrador

- Daniel Rose, Toronto, Ontario
- Nicola Stein, Toronto, Ontario
- Crystal Thieringer, Ottawa, Ontario
- Jane Zakreski, Edmonton, Alberta

### **Ottawa Certification Event**

On August 11-12, Ottawa welcomed 18 candidates from Canada and the United States, along with 10 Assessors, to a very successful professional certification event in Ottawa. The following Canadians now hold the designation “IAF Certified Professional Facilitator”:

- Roger Berthelot, Outremont, Quebec
- Bryan Boyle, Wyoming, Ontario
- Madalena Coutinho, Ottawa, Ontario
- Tamara Eberle, Toronto, Ontario
- Rita Gupta, Toronto, Ontario
- Susan Hollett, Shoal Harbour, Newfoundland and Labrador
- Lucille Michaud, Kenora, Ontario
- Barbara Milne, Edmonton, Alberta
- Peter Paul, Toronto, Ontario
- Gina Pecore, Conception Bay South, Newfoundland and Labrador
- Daniel Rose, Toronto, Ontario
- Margaret Tsuji, Toronto, Ontario
- David Wilson, Markham, Ontario

Almost 45% of IAF members in Canada (90 of 206) now hold the designation “IAF Certified Professional Facilitator”.

Special thanks to the cosmopolitan group of Assessors who made this event happen:

- Lynda Baker, Austin, Texas
- Maria Birkhead, Oklahoma City, Oklahoma
- Patti Dammann, Boca Raton, Florida
- Cameron Fraser, Ottawa, Ontario
- John Miller, Toronto, Ontario
- Tony Nash, Ottawa, Ontario
- Jo Nelson, Toronto, Ontario
- Susan Peryam, Sharpsburg, Georgia
- Lindsay Wilson, Ashbourne, United Kingdom
- Jorie Wu, Taipei, Taiwan

## And Congratulations To .....

John Miller, Toronto, Ontario, who became an IAF Professional Certification Program Assessor last April, during our 2008 Conference in Atlanta.

## IAF Canada Tour 2008

### An Exciting New Professional Development Opportunity

#### One Workshop, Two Facilitators, Two Books, Four Locations .... Priceless Insights

Registration for the IAF Canada Tour 2008, featuring Dorothy Strachan and Sandor Schuman, is now open. One low price includes the two-day workshop, Dorothy's book Questions That Work and Sandor's IAF Handbook of Group Facilitation, two continental breakfasts, two lunches, refreshment breaks, and all workshop materials. The Early Bird pricing ends September 30.

Here's the schedule:

Halifax: November 3 – 4

Ottawa: November 6 – 7

Kitchener-Waterloo: November 17 – 18

Toronto: November 20 – 21.

Details on the workshop, leaders, locations, times, registration, and everything else you need to know, can be accessed via: [www.goldenplanners.ca/IAF](http://www.goldenplanners.ca/IAF)

## IAF Forum

*Reprinted from Australia and New Zealand IAF Newsletter, August 2008*

The IAF Forum is up and running. . There are 3 options for viewing posted messages: *online*, *daily digest*, and *weekly digest*. To setup your forum to receive the daily digest, log into [www.iaf-forum.org](http://www.iaf-forum.org), and go to **My Profile**. Select **Edit Options** from the list on the left-hand side of the screen. Scroll down the centre of the page to the section titled **Messaging & Notification**. In that section, make sure your **Default Thread Subscription Mode** is set to **Daily Email Notification**. Topics included in the Forum are a general facilitation forum that anyone can join, a forum for IAF members, a Spanish-language forum, and forums for different sub-groups, such as the IAF Board, certification event organizers, IAF Regions, and projects. Many thanks go to Tammy Adams and her team of supporters in bringing the IAF Forum into being. Check out the Forum, join in a

conversation or start one of your own. As a group facilitator, you'll want to join the IAF Forum so you can...

**Network and Grow.** Interact with other facilitators world-wide - both IAF members and non-members alike - to grow in your professional knowledge. If you're already a user of the GRP-FACL List Serv, this will be a continuation of the moderated discussions being held there, with newer collaboration technology that's easy to use.

**Participate in Member Issues and Ideas.** If you've already joined IAF, you'll be able to interact with other IAF members and leadership about IAF association topics of interest and suggest improvements to your IAF.

**Learn about and Share Upcoming Events.** Find out what's happening in the facilitation community by checking the Event Calendar. As an IAF member, you will be able to post events and view events that have been posted by others that will benefit the facilitation community at large.

**Find Job Opportunities.** As an IAF member you can post and view for pay and pro bono facilitation opportunities in the Find a Job Opportunity forum.

### **IAF Journal**

The IAF Journal is a multi-disciplinary publication focused on sharing knowledge around the art and science of facilitation. To view back issues of the Journal, go to the IAF global web site ([www.iaf-world.org](http://www.iaf-world.org)), then click on "Facilitator Resource Centre" along the top line. Just a bit down the left side of the next page is The IAF Journal. Click on it. The right side of the page gives you access to individual issues. If you would like to submit an article, or find out what is involved, look for "Information for Authors" near the bottom of the page. Or just click on "Stephen Thorpe" to contact the Editor directly. Stephen is based in New Zealand, and loves to hear from Canadians.

He would especially love to hear from you if you would like to volunteer for one of the positions now open on the Journal's Editorial Board. Stephen is looking for a second Associate Editor, an Advertising Coordinator, and a Conference Proceedings Editor. And he always welcomes people who would like to review and help improve others' articles.

## **Conference Updates**

*Information on IAF's annual conferences is available on the IAF global web site ([www.iaf-world.org](http://www.iaf-world.org)).*

### **Asia (Kuching, Sarawak, East Malaysia, August 27 – 28, 2008)**

Almost 150 delegates attended from Asia, Europe, Australia, New Zealand, Africa, and North America. Some 46 also took in full-day intensive post-conference workshops. Sixteen candidates received their designation "IAF Certified Professional Facilitator". Besides professional development workshops and plenary events, cultural shows and crafts exhibitions, IAF members also took part in an organizational visioning session that will feed into the results of similar exercises at other IAF Conferences. Next year's IAF Asia Conference will be held in Taipei, Taiwan.

### **Africa (Muldersdrift, Gauteng, South Africa, July 23-24, 2008)**

This year's Conference was a huge success, featuring the first IAF professional certification event to be held in Africa. Esther Schvan of Ottawa, Ontario, and Helene Lamoureux of Low, Quebec attended the Conference. Here are their impressions.

### **Facilitators in the Mist**

About 70 participants gathered at the Misty Hills Country Hotel, Conference Centre and Spa, 25km from Johannesburg, South Africa, for the third IAF Conference in Africa. They came from Australia, New-Zealand, the UK, Germany, the United States, Jamaica, many African countries, including Rwanda, Botswana, Nigeria, Zambia, and Zimbabwe, and us two from Canada.

The rustic, stone-built retreat is set amidst lush landscaped gardens and surrounded by natural forest and grassland. A constant cold mist hung over the retreat every morning. We left a rainy Canadian summer for a very sunny but cold African winter. It was a warm 17-18 degrees C for approximately 3 hours in the afternoon, but dropped to 8 degrees in the evening and we woke up every morning to a chilly 4-5 degrees, brrrrr.....

Breakfast buffets and dinners were ample and participants were not shy to go for seconds and thirds. One of the highlights of our stay was dinner at the world famous Carnivore Restaurant. Carvers brought converted Masaai tribal spears holding a variety of 10 different types of meats, including crocodile, zebra, giraffe, impala and ostrich, gently roasted in a large circular open fire, to our table and carved the cuts of our choice directly onto our plates.

Having attended many larger IAF Conferences, we found the smaller scale very convivial, more intimate and conducive to networking. Deeper relations could be formed as we experienced the same engaging facilitation tools during the workshops, and enjoyed deeper discussion during meals, throughout our stay.

Most importantly, the first two Africans achieved the designation “IAF Certified Professional Facilitators” before the beginning of the conference. It was a historic event!

A wide range of workshops was offered. From Canada, Helene Lamoureux presented, *The Facilitator – A Catalyst for People in Action*. There were approximately 30 participants attending the workshop to learn about the values and benefits of using the dual approach of Open Space and Appreciative Inquiry to create and sustain participation and collaboration with both small and large groups. Participants were invited to live the OS experience to discuss the positive core of the *Facilitator as a Catalyst for People in Action* and share stories of success. Participants expressed their appreciation of the process as an effective, convivial yet quick tool to gather large amount of information and come to an action plan in a very short period of time. One of the group discussions suggested building a network of East-West IAF Members and built an action plan towards achieving their goal.

With tremendous passion, Robert Wynter and Marguerite Orane of Growth Facilitators in Jamaica, shared their success in *Facilitating Strategic Planning in Secondary Schools*. Using the Balanced Scorecard and engaging students, Board members, principals, teachers, administrative staff, parents, alumni and community members, Growth Facilitators have developed a process to engage all stakeholders in 12 secondary schools and one primary school to develop, own and implement their Strategic Plan.

Dr. Tom Schwarz, an IAF Certified Professional Facilitator, CPF Assessor, Member of the IAF Board, and an IAF ANZ representative, explored a process that allows participants to express strong views in a safe environment: *The Flip Flop Debate*. Participants argued each side of a position; <Do values really matter? or Can't we do without them?> In a heated, yet safe, debate, the process helps to polarize positions and/or change directions. By it's nature, the <Flip Flop> approach provides high engagement and ownership to participants.

In *Meeting the Mindset Challenge*, Sheryl and Ian Small of New Zealand introduced a creative and innovative tool for facilitating change when quantum mindset shifts are required. Using an interactive process including scenarios, group work, role playing and, most importantly, fun and laughter, Sheryl and Ian assisted participants to broaden their thinking away from the status quo.

*In Co-Facilitation: The Magic Minefield, Navigating the pathways to ‘the zone’ for co-facilitators*, Steve Wilson from the UK, Julia Kukard from South Africa, and Rhonda Tranks from Australia co-delivered an interactive workshop, stressing that, since co-facilitation can feel like working in a minefield, and since there is no map for safe pathways and facilitators never know where surprises are lurking, meaningful co-facilitation is when facilitators chose to step together into the minefield – confident that the trust that develops between them will allow their individual talents and insights to work their magic. They work together to defuse difficult situations and explore complex issues as they arise – both between themselves and within the group.

*Exploring the Dynamics of Change through Dialogue in Multi-stakeholder Change Processes*, by Bettye Pruitt and Philip Thomas from the USA, and Minu Hemmati from Germany, explored the meaning and significance of multi-stakeholder change processes and the role of dialogue: what makes communication processes generative, and how we can build our understanding of the linkages between learning and change at the levels of the individual, relationships, culture and institutions. Philip drew a cross in the middle of the floor and asked participants to stand in one of the quadrants to express what they felt had the greatest influence on making change happen: the individual, the relationships, the culture, or the institutions. Participants then defended their positions with examples. Discussion geared directly to the post apartheid South African experience. Participants expressed, with great passion, whether changes occurred due solely to Mandela, or Mandela in relations with DeBoer, or to the implementation of change in South African institutions. Participants felt privileged to witness such great debate in such a safe environment.

*In Creative Facilitation of Change and Transformation Leadership*, Gavin Coetzee and Derek Eaton of South Africa had participants understand the nature of change through experiential learning, some of which proved quite difficult for some. They shared stories of pitfalls and lessons learnt, introduced creative methods for mobilizing the organization, and presented a toolkit for facilitating difficult change sessions and processes.

### **Europe (Groningen, Netherlands, October 2 – 5, 2008)**

The 15<sup>th</sup> IAF Europe Conference will be held on the campus of Hanze University of Applied Sciences in the city of Groningen, founded in 1040. Link into to the Conference web site from the IAF global home page.

### **Australia/New Zealand (Bathurst, New South Wales, November 26-28, 2008)**

The theme of this year's Australasian Facilitators Network (AFN) Conference is "Pushing the Boundaries: Facilitation Frontiers". The Conference itself (November 26-28) will be bracketed by an IAF professional certification event on November 24-25 and post-conference workshops on November 29. Bathurst is about a 2.5 hour drive from Sydney, and is also accessible by air, rail, and bus. Visit the Conference web site at [www.afnconference.com.au](http://www.afnconference.com.au) (or access it from the IAF global web site) for all of the information you need.

### **North America (Vancouver, April 20-25, 2009)**

The 2009 IAF North America Conference Week Team is well along in its planning. The draft workshop and plenary program has been developed, and will be finalized later this month. Registration should open by early November. The Conference Week 2009 web site is up and running ([www.iafna.org](http://www.iafna.org)). This year, delegates will be able to register for the Conference plenary sessions, select their Short Workshops, and register for a One- or Two-Day Training Workshop, all at the same time. Hotel accommodation can be booked directly via the IAFNA web site.

## **IAF Statement of Values and Code of Ethics**

This concludes our series - begun in February 2008 and continued in May 2008 - on the IAF "Statement of Values and Code of Ethics for Group Facilitators". Formally adopted in 2004, these remain perhaps IAF's most important documents. Here are the final four of the eight elements of our Code of Ethics.

### **5. Respect, Safety, Equity, and Trust**

*We strive to engender an environment of respect and safety where all participants trust that they can speak freely and where individual boundaries are honoured. We use our skills, knowledge, tools, and wisdom to elicit and honour the perspectives of all.*

We seek to have all relevant stakeholders represented and involved. We promote equitable relationships among the participants and facilitator and ensure that all participants have an opportunity to examine and share their thoughts and feelings. We use a variety of methods to enable the group to access the natural gifts, talents and life experiences of each member. We work in ways that honour the wholeness and self-expression of others, designing sessions that respect different styles of interaction. We understand that any action we take is an intervention that may affect the process.

## **6. Stewardship of Process**

*We practice stewardship of process and impartiality toward content.*

While participants bring knowledge and expertise concerning the substance of their situation, we bring knowledge and expertise concerning the group interaction process. We are vigilant to minimize our influence on group outcomes. When we have content knowledge not otherwise available to the group, and that the group must have to be effective, we offer it after explaining our change in role.

## **7. Confidentiality**

*We maintain confidentiality of information.*

We observe confidentiality of all client information. Therefore, we do not share information about a client within or outside of the client's organization, nor do we report on group content, or the individual opinions or behaviour of members of the group without consent.

## **8. Professional Development**

*We are responsible for continuous improvement of our facilitation skills and knowledge.*

We continuously learn and grow. We seek opportunities to improve our knowledge and facilitation skills to better assist groups in their work. We remain current in the field of facilitation through our practical group experiences and ongoing personal development. We offer our skills within a spirit of collaboration to develop our professional work practices.

## **Guide to IAF Global Web Site**

*In August 2007, IAF's then-Europe Regional Representative, Jim Campbell, prepared a handy "Guide to the IAF Global Web Site". The Guide was reproduced in the September 2007 IAF Canada Newsletter. Since then, the web site has undergone a few changes. So here is an updated Guide. I hope you find it useful.*

"If we start with the menu bar on the home page, the first thing on the left is **JOIN/RENEW**. Click on it and you come to a page with four major categories:

1. Join
2. Renew
3. Manage your Membership Profile—here you change your phone number, email address, etc.

4. View the Membership Directory—here you can search by company, country, first name, IAF region, last name, or state/province.

Back on the menu bar, the next category is **TRAINING**. This is a listing of training events and organisations that provide facilitator training.

The **EVENTS CALENDAR** is next. Click on it and you come to the page where you can either search for events or enter events for posting on the calendar.

The next one is **FIND A FACILITATOR**. When you click here you find access to the members' directory or the listing of IAF Certified Professional Facilitators; an easy way to find out if anyone in your neighbourhood is a potential colleague.

The next one is **CERTIFICATION**. This takes you to a page from which you can link to all the information, application forms, etc. for the IAF Certified Professional Facilitator Program.

The next item is **FACILITATOR RESOURCE CENTER**. The next page is divided into four major categories, with lots of links under each. They are:

1. Articles, Journals, Books & Websites
2. Methods & Techniques
3. Marketing Tools
4. Opportunities for Involvement

The final category is **LOGIN**. Here you can enter your Username and Password to change your information in the members' directory, or access Member Only features of the web site. If you have forgotten or misplaced your IAF Username or Password, you can contact the IAF office through this page.

So that's the menu bar.

However there are other things on the home page.

1. Under **Welcome** you find various links that answer some of the basic questions about the IAF, including information in French and Spanish.
2. Under **Global Highlights** you can access the IAF's Group Facilitation Forum, a wonderful on-line system for exchange and information.
3. Under **Regional News** are Regional web sites and Newsletters.
4. Under **IAF Conferences** you find dates with links to the global conferences around the world.

Some of these services and resources require you to login as a member, so be prepared.

In the upper right hand corner is a box labeled **DIRECT LINKS**. It has a very detailed drop-down list of topics covered in all of the spots on the web site.

Finally, one of my favorites, but not well-known, resources on the website is on the IAF Resources page under *Articles, Journals, Books and Websites*. It's called *The Basic*

*Facilitator Primer* and is a 37-page booklet developed jointly with The Human Leadership and Development Division of the American Society for Quality, The Association for Quality and Participation, and The International Association of Facilitators. Look it up!”

**If you have articles, ideas for articles, opinions on articles, or anything else that might have potential to improve the IAF Canada Newsletter - including graphics or lay-out skills - please be in touch. As you can see, this Newsletter needs all the help it can get.**