



## **International Association of Facilitators, Australia/ New Zealand Regional Facilitator News, Issue 4, September 2004**

Welcome to Issue 4!

Read on to find out more about the IAF international scene, tales from the IAF Singapore conference (Keith Ryall), a tempter to the AFN pre-conference with Gil Brenson-Lazan (Stephen Thorpe) and to the Wellington conference (Marilyn Hunt) and some wonderful contemplations about the IAF and value of membership (Wayne Nelson). There is also a section on facilitation happenings in your area and some information on the make-up of IAF membership internationally. Happy reading and facilitating. Looking forward to seeing many of you in Wellington.

*Carla Rogers, IAF Regional Representative, Australia - New Zealand.  
carla@ballingalla.com.au*

### **Hello from our International Vice Chair, Dr. Dale Hunter**

Welcome to all IAF members and a special welcome to new members including the 10 new Zenergy members who registered as a group. I think 17 of our IAF Australasian members are now either Zenergy team members or graduates. An excellent presence.

And isn't it great – it is nearly Conference time again. I am really looking forward to meeting up with colleagues from Australia and New Zealand. And it's lovely that Wellington is hosting the Conference, the second time it has been held in New Zealand. In 2000 it was in Auckland and I was the Convenor that time.

Now it is Marilyn Hunt and Karen Eriksen leading the Wellington Team with others such as Hilary Williams and Mary Alice Arthur also strongly involved. Thank you in advance for all the great work. And for Marilyn she will also be delivering her first child at almost the same time as the Conference. Her pet name for it is Cream Bun and maybe we will all meet her/him at the Conference. Can't wait.

For those at the Brisbane Conference in 2001, Heidi the clown and her friend are coming to the Wellington Conference. She certainly brought life to the Brisbane Conference with her unicycle and clown paraphernalia. I wonder what she has up her sleeve this time.

From the international front, there has just been a 250 person facilitation conference in Singapore which went really well and there will be another later this year in Europe – this time in Slovenia. The details are on the [www.iaf-world.org](http://www.iaf-world.org) web site. Once you have your password, you can also go into the members only pages and check out all the members around the world including the Australia/New Zealand region. Do check out the new web site as it will be changing often and have special deals on it including the IAF Handbook of Group Facilitation which is available with a 30% discount from Jossey Bass publishers [www.josseybass.com](http://www.josseybass.com) Order Code IAF04 if you order before 17 December. Lots of great stuff in this book with chapters by 30 authors including Christine Hogan (Perth) and Dale Hunter and Stephen Thorpe (Auckland). I understand that Christine is working in Bhutan at the moment. Her chapter is on facilitating multi cultural groups.

# Report on 7th Annual IAF ( Asian Region ) Conference and also IAF Accreditation Process.

with Keith Ryall

## 1. The Asian Regional Conference- " Rising to the Rumble and Roar".

A total of 255 delegated from 12 countries attended this Conference on August 25-26; there were a total of 18 facilitated workshops, seven exhibitors, eleven sponsors with over 100 'Share a Method' contributions ( all bound beautifully and posted to Conference Attendees shortly after the Conference concluded ) and 19 " Birds of a Feather" sessions. Father Brian Bainbridge ( Melbourne ) facilitated a Workshop on Open Space Technology and Keith Ryall ( Melbourne ) and Brad Rilatt ( Sydney ) cofacilitated a Workshop on " The Art and Science of Crucial Conversations." Tom Verghese ( Melbourne ) was due to cofacilitate a Workshop on Cross Cultural Communications but due to last minute engine problems with his Singapore Airlines flight did not make it out of Melbourne. 5 registration were received from Australia.

Venue was the Costa Sands-Downtown East Resort- which was adequate but some delegates expressed disappointment with the quality of residential accommodation provided. The actual Workshop Rooms and Meals were of the usual high standard expected at IAF-Asian Region Conferences. Fellowship, friendship and fun were again 2 highlights for me of this very well conducted Conference. It was great to meet old friends from around the Region from my 3 earlier Asian Region Conferences and also to make many new friendships.

Prabu Naidu was Conference Chair and he was ably supported by an incredibly hard working Committee of 18 from both Singapore and Malaysia as well as 5 superb volunteers.

One of the innovations for this Conference that was well received were optional " Learning Visits" on the Friday after the Conference finished. I participated in the visit to Changi International Airport and learnt a lot about the Mission, Vision and Values of the CAAS ( Civil Aviation Authority of Singapore ). I can see now why it continues to be one of the best airports in the world.

## 2. IAF Facilitator Certification Event-August 23-24, 2004

One of the other learning experiences for me personally was to be able to participate in the IAF Certification process which began several months ago with Stage 1 which included Part 1-Can





didate information, Part 11-Career Resume and Part 111-Statement of Qualifications & Experience. Part 111 was quite challenging! This included a listing of my facilitation related training, a listing of representative workshops that I've facilitated and a detailed description ( 1500-2500 words ) of one of those Workshops.

Stage 2 was the Assessment Day for me in Singapore which began at 8.30am and was not completed until 6pm; a long and intellectually challenging day. I was part of a Group of 6 candidates being assessed; each one of was required to undergo an " Initial Candidate Interview" which lasted 30 minutes with 2 Assessors. Then we all were required to facilitate a 30 minute " real life demonstration' to the Group and 2 Assessors ( one the Client and the other became a participant ) . Towards the end of the day we had our Final Interview and were advised of the result- " Pass", " Deferred Result" or "Fail". I was extremely relieved and pleased to hear that I had received the "Pass" result and shortly afterwards received an 11 page " Candidate Assessment Worksheet" with "Competency Area and Details"- "Source of Evidence" and " Evidence/Questions" covered in some detail. Competencies included: Create Collaborative Client Relationships, Plan Appropriate Group Processes, Create and Sustain a Participatory Environment, Guide Group to Appropriate and Useful Outcomes, Build and Maintain Professional Knowledge and Model Positive Professional Attitude ( both as a Facilitator and as a Participant ) . We were advised at the beginning of the Assessment Day that it was very much an " Evidence Based" approach and were encouraged to aim to demonstrate as many of the competencies listed above during the 30 minute practical. This was supplemented by questions asked during the two Interviews as to our real life facilitation work.

I had heard mixed reports about the IAF's Certification process but came away pleasantly surprised with it all. It is a rigorous approach with high standards based on well documented Required Competencies. It is not a perfect process but what Certification/Examination event is? I am very proud to be able to include the " CPF" designation after my name; " Certified Professional Facilitator". The CPF credential is granted for a 3 year period , after which I will need to renew the credential through demonstration of continued professional growth and development. Membership of the IAF is a prerequisite for maintenance of the credential.

I would be happy to answer any enquiries about the whole process which I found to be most stimulating and rewarding. It's encouraged me to take a closer interest in IAF matters generally and may even make my first truly International ( Worldwide ) IAF Conference in Tampa, Florida in June 2005.

**Keith Ryall CPF**

**IAF Certified Professional Facilitator**

**kfryall@adesse.com.au or kei-**

**th@facilitatorsforum.com 61-3-9347-3988 or**

**61-418-589-144.**

## **Why you should not miss this workshop with Stephen Thorpe**

**There is a workshop coming up in Auckland that I am particularly excited about, you may be interested too. Gil Brenson-Lazan is coming from Columbia to lead a workshop on the 18th of October entitled:**

### **From Justness to Justice**

**"It is easier to model and practice and teach justness than justice, peace-making than peace, accepting and assertive behavior than non-violence, valuing diversity than tolerance.**

**Both Martin Luther King and Gandhi frequently insisted upon the precept the we must BE the change that we want to achieve in society.**

**This highly participative workshop will review five specific competencies, coming from and used in many different parts of the world, as means of facilitating the social action that is necessary to convert desirable abstract concepts into phenomenological realities."**

**Registration is available for the Auckland workshop on 18 October through Zenergy (+649 638 7326)**

**or online: [www.zenergyglobal.com/docs/training/form.htm](http://www.zenergyglobal.com/docs/training/form.htm)**

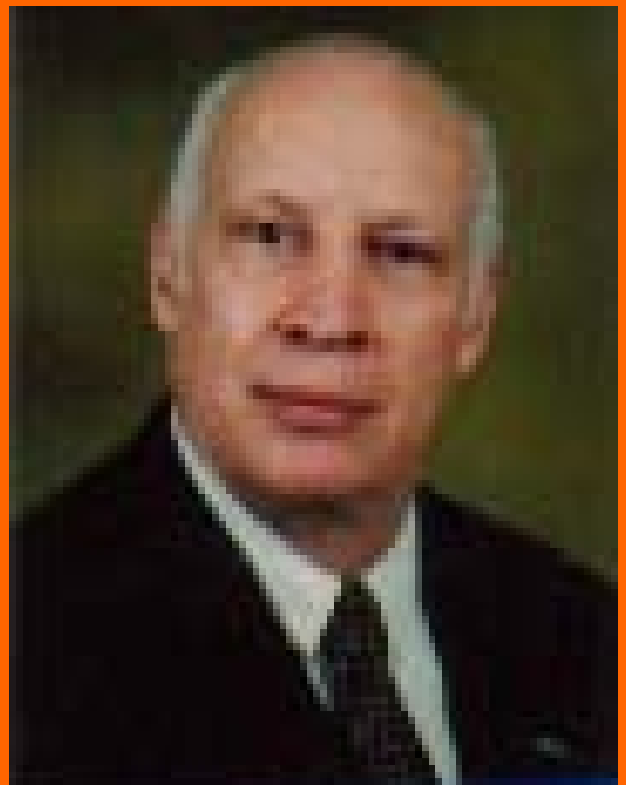
### **Gil Brenson-Lazan**

Gil is Co-Founder and Managing Partner of Amauta International LLC, ([www.amauta.org/AmautaENG.htm](http://www.amauta.org/AmautaENG.htm)) dedicated to the training and mentoring of facilitators of organizational and community change. He has pioneered professional facilitation in Latin America, is author of 28 books, founder of the Neo-Humanist Foundation, former Vice-Chair International of the IAF and current President of the Global Facilitator Service Corps.

Gil is a mine of information about facilitation and has enormous international experience, some in extreme disaster situations. He also has an enormous heart with room for all of us in it.

Gil will be leading two other pre-conference workshops at the Australasian Facilitators Conference, October 22 - 24 2004: Disaster/Crisis Intervention Facilitation and Caring for the Caregivers. Try not to miss his workshops if you are able to get to them.

Stephen Thorpe



# Less than one month to AFN Wellington

"The 7th Australasian Facilitators' Network Conference is now just over four weeks away, and things are warming up - that's both the temperature in Wellington you'll be pleased to hear, along with the plans for the conference.

We're thrilled to have Dr Gil Brenson Lazan attending the conference. Gil is a former Vice-Chair International of the IAF and current President of the Global Facilitator Service Corps. Born, raised and educated in the United States (Carleton College, University of Minnesota), Gil has lived and worked in Latin America since 1972. He is Co-Founder and Managing Partner of Amauta International LLC, dedicated to the training and mentoring of facilitators of organizational and community change. Gil will be presenting 3 pre-conference workshops:

From Justice to Justness - Auckland, October 18 (full day)  
Disaster/Crisis Intervention - Wellington, October 20 (full day)  
Caring for the Caregivers - Wellington, October 21 (full day)

We kick off the conference with Southern Lights, a smorgasbord event showcasing a range of facilitation processes - Appreciative Inquiry, narrative storytelling, Open Space

Technology amongst them. This is a great opportunity to get a closer look at a wide array of methods, over a short space of time.

Our dinner on Friday night will have a speaker who will take us through some adventures, before encouraging us to look at our own.

We now have the programme of workshops confirmed, with a wide array of presenters and topics: from Spiral Dynamics and Facilitation Wizardry to Mapping the Field of Facilitation, from Engaging Powerful Stakeholders to Independent Souls? - how to harness the power of the facilitator.

Please go to the Speakers page at [www.afn2004.org.nz](http://www.afn2004.org.nz) for more details.

I'm thrilled to see that we have a number of new IAF members from New Zealand who will be attending, and a good representation from Australia. There's always room for more - this is a great chance for us to connect as IAF members face to face, so I invite you to make the most of it. Members also get a good discount - the fee is \$370NZ (\$450NZ for non-IAF).

Warm regards,  
Marilyn Hunt  
on behalf of the 2004 Conference Organising Group"



# A letter from Wayne Nelson

The following is a letter from Wayne Nelson to facilitators in Canada. Wayne is the IAF Regional Representative for the Canadian Region. I found Wayne's contemplation both inspiring and thought provoking and wished to share it with you. In Wayne's word's, "get a cup of tea, sit down and give it a read".

It is a bit of a read, your effort will be rewarded

IAF asked members who have played leadership roles over the years, "What is it about IAF that gives you energy." The following lines are clipped from their responses. They are a pretty good representation of the responses.

- Extremely open sharing of ideas, tools, and methods
- Sharing best practices.
- Providing a forum for exploration of ideas and practices
- Being on the edge of creating a brand-new profession
- Giving a voice to the profession.
- Working with such a diverse, thoughtful, and passionate group of people.
- A larger "extended family" of colleagues.
- The wonderful guidance many seasoned facilitators in IAF offered me
- Opportunities to meet, collaborate and learn
- Talented, caring, committed and energetic people.
- Getting to know other professionals in the field
- I felt that "I was at home"
- Members who bring energy, participation and cooperation into the workplace.
- People who have the same drive for corporate and community change
- Becoming a global organisation
- Absolute inclusiveness by facilitators of all levels.
- Conference sessions led by people from different backgrounds

Membership in a professional organisation is a bit of a puzzle. At least it is to me.

Popular culture has taught us we must count up the "benefits" to be sure we are getting a really good deal for our money - - return on investment. No problem, I think we should exercise as much fiscal prudence as we can. We run off our own little balance sheets all the time and we can all be caught counting beans once in a while. It's natural.

A substantial part of the membership fees go to sustain our organisation -phones and stuff. We all know how these things work and it's the same for most membership organisations. Just keeping IAF alive and moving has a lot of value.

When I got to Harvard Business Review or Utne Reader to download an article, I find myself with a bill for a few bucks. If IAF charged for articles, I've racked up a pretty hefty bill by downloading conference proceedings  
<http://i4adev18.i4a.com/i4a/pages/index.cfm?pageid=3673>

from IAF's website. No bill - I'm a member.

I get a break on conference fees. I get a break on membership because my local facilitators group - Southern Ontario Facilitators Network is affiliated with IAF.

Obviously, I could go on and on. All in all, for my \$125 US - soon to be \$150, I think I'm coming out relatively well. I won't scoff at the amount, because I count pennies too, but it's not high by any means - and that's by design. The people who pioneered in starting IAF wanted to make membership accessible for people.

But I have to ask, "Is IAF membership mainly an economic transaction?" It's a bit of a "catch 22". We rant and rail when people objectify us as "shoppers" and call us "the market". I am not a market - I'm a guy; yet we're inextricably woven into the economic web and affected by consumerism like everybody else. We've learned our lessons well.

I think IAF membership is about the things listed by those IAF leaders. They said that what gives them energy has to do with learning methods, improving one's practice, making lasting connections and building a new profession. If I were to "tot up" the economic value of that, I'm sure I'd be way ahead. I think we all would. But I'm not primarily there for the "cargo" and I don't think very many of us are.

So, why would we want to be members of IAF? I can really only speak for myself.

I want to learn about facilitation. I want to be as good at it as I possibly can. IAF is home to some of the people I respect most on this planet. I want to "sit at their feet". I want to ask them questions. I want to get inside their experience and find out what I can apply. I want to share my own experience in the same way.

Back to the economics for a second. I went to a workshop about marketing a professional facilitation practice at the 2004 conference. I'm putting some of the things I learned into practice with a bunch of other ideas and developing some new strategies that I feel pretty good about. I figure I got far more than double my whole year's membership value in one 3 hour session - easily. If I offered that workshop, I'd charge a fair fee for it. From another workshop, I got enough grist to develop a new training course. If I develop that course and only a few people attend it, I will be in a profit position.

I want to participate in making facilitation a recognised profession that makes a difference. I believe that when people participate in the decisions that affect their lives; the world becomes a bit of a better place to live in. That's important to me. I believe IAF is playing a significant role in making that happen. Participa

tion is becoming the dominant mode for decision making - right around the planet. I want to be in position.

#### IAF's Facilitator Certification Program

<<http://i4adev18.i4a.com/i4a/pages/index.cfm?pageid=3672>> is truly a step in that direction. The process assesses people's abilities in relation to a well thought through set of standards. Next to the amazing conferences, it may well be IAF's best marketing effort yet. Click that link. Do it.

I want this profession to be truly and genuinely global. I have met people and shared experiences with people from right around this planet. I am proud of the work being done by IAF facilitators in grounding this profession in their own local settings. I am proud that these facilitators around the world are rising up and using their skills to make participatory processes available to people everywhere.

#### IAF members have set up the Global Facilitator Service Corp

<<http://i4adev18.i4a.com/i4a/pages/index.cfm?pageid=3386>> and are working to facilitate things that range from disaster relief to community and organisational development. They're giving back to the world in ways that are truly helpful and fulfilling.

One of the new directions IAF is taking has to do with ringing the organisation closer to the members. The term we're using is "regionalizing" IAF. To me, it has to do with setting up structures and systems more locally. We can offer more localised conferences and ways for facilitators to connect with people who are close to them. We can do a lot of things, but we want to know what will be truly helpful to IAF members on the ground.

I want to connect with people in this profession. I want facilitator friends and colleagues.

I'm part of ICA and we offer training courses for facilitators and organisational leaders. We recently decided to expand our program by asking some people we work with to offer their courses at our training facility. We weren't even thinking about IAF, but as it turned out, each of the people we asked to run their course on our calendar is an IAF member. It tickles me to know that and I'm glad we made those connections. We think it is going to be helpful for all of us and, more importantly, for those who come to us to learn facilitation methods. Together, we're better. I don't think that's breaking news for anyone, but in a way, it's pretty cool every time you discover it.

That's my top 4. You have to make your own list and I urge you to do so.

- What matters to you?
- Why are you interested in facilitation?
- What are your own learning questions as a facilitator?
- How will you seek answers?
- What do you want to share with other facilitators?
- Where do you want to plug in and get involved?

You're a facilitator and you're good at making up the questions needed to examine a proposition; so please create your own.

So - - here's the proposition.

If you're not an IAF member, I urge you to think seriously about joining IAF. Facilitation needs your wisdom and experience. IAF needs your energy and creativity. Your IAF colleagues have a lot to offer you. It's the truth. If you have let your membership in IAF go, I'd like to ask you to consider activating it again. Think wider. Examine the reasons. Sign on for another hitch. Give it a chance.

If you're a member now, I'd like to ask you to extend it. Take out a 3 year membership. Stay the course. Give this relationship time to mature. Find the places where you can connect and get more involved. We know that the members who are active get more for their investment of money and energy. The best material on how IAF sees the benefits of membership is on the website. It's called "A Dozen Great Reasons to Join IAF" <<http://iaf-world.org/i4a/pages/index.cfm?pageid=3355>> ". Check it out. It's in Spanish, too. Who wants to translate it into French? Do it and send it to me. I'll get it on the website.

It's your call. We'll respect your choices. We're here for the profession, first of all. We'll probably wish we could change your mind if you choose not to be a member, but your mind is yours. We'd like to persuade you, but we just ask you to really think about it.

When you're ready, please go to the IAF Membership page <<http://i4adev18.i4a.com/i4a/pages/index.cfm?pageid=3278>> on the website and click the link that applies to you. If you're a member of a local facilitators group affiliated with IAF, be sure to let them know. Do it soon or you'll get busy and it will slip to the bottom of the pile.

I'd also like to encourage you to make use of your membership and your IAF connections. Surf the website. Attend a conference. Get involved with other facilitators locally. Start or join a local facilitators group. In short, be active. Ask questions. Pursue value. Search for it. Create it if you can't find it. Consumerism has been known to fuel passivity. If you wait for membership value to land in your lap, guess what? No surprises there, I don't think.

I'd like to hear your thoughts in this area. It's a major concern for us. We want to make IAF membership something that truly has value for you. What would make the difference for you? If we know what's important to you, together we can build the organisation into something that has even more value.

Thanks for your valuable time and consideration,

Wayne Nelson  
IAF Canadian Regional Representative

# What is happening in your area

## **Melbourne**

Occasional Facilitator's Friday Nights - informal networking and enjoying the company of kindred spirits. Contact: Ed McKinley on 03 9443 8500 or [www.groupwork.com.au](http://www.groupwork.com.au)

## **Perth**

Contact: Roberta Mead on [rmead@cygnus.uwa.edu.au](mailto:rmead@cygnus.uwa.edu.au)

Quarterly AFN-WA network sessions - focus guided by participants. Contact: Colma Keating on 08 9354 9735 or [afnWA@iinet.net.au](mailto:afnWA@iinet.net.au)

## **Sydney**

The Sydney Facilitators Network meets the first Monday of each month at Room 5.580 Level 5, Building 10, UTS, Jones Street, Ultimo (The old John Fairfax building, near corner Thomas Street). Look for the "Facilitators Network" signs in the building. Entry is by \$5 donation.

Contact: Greg Jenkins on 9874 0418 and 0418 486 501 or Sharon McGann 9960 3700 and 0414 537 305.

## **Auckland**

E-groups only at the moment. Contact: Stephen Thorpe on [zenergy@xtra.co.nz](mailto:zenergy@xtra.co.nz) or [www.zenergyglobal.com](http://www.zenergyglobal.com)

## **Christchurch**

All facilitators and those interested in facilitation are welcome to our quarterly gathering of facilitators in Christchurch. Our purpose is to develop the art and mastery of facilitation in Canterbury. Our October 2004 gathering will be at the AFN Conference in Wellington, and then in Christchurch in February, May, and August (2005).

Contact: Helen Patterson [hp@paradise.net.nz](mailto:hp@paradise.net.nz)

## **Wellington**

Contact: Leah Kininmonth [kinrob@xtra.co.nz](mailto:kinrob@xtra.co.nz) or [leahkininmonth@momentum.co.nz](mailto:leahkininmonth@momentum.co.nz)

## **Dunedin**

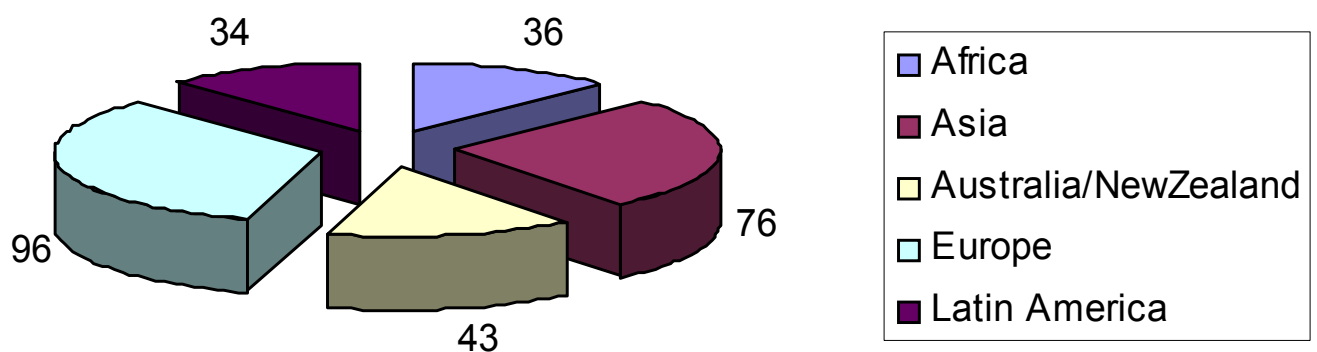
Meet informally. We are interested in meeting with other facilitators. Contact: Gabrielle Panckhurst on [connect@ihug.co.nz](mailto:connect@ihug.co.nz)

## **Australasian Facilitators Network (AFN) E-group**

There is an active AFN e-group for Australian and New Zealand facilitators. To join the AFN e-group email the moderator Bob Dick, [bdick@scu.edu.au](mailto:bdick@scu.edu.au) and provide some background information. The e-group is for facilitators only (no spam).

# Information on Membership

IAF Membership (outside NA) August 2004



## Newsflash:

Have you seen the new IAF website, check it out [www.iaf-world.org](http://www.iaf-world.org)

Coming Soon! to IAF. An on-line methods database - a comprehensive catalogue of facilitation resources pulled together by leaders in the field. Yet another benefit of IAF membership!