



International Association of Facilitators, Australia/ New Zealand Regional Facilitator News, Issue 3, July 2004

In This Bumper Packed Issue

Carla Rogers, Regional
Representative (Aust/NZ)

This 'June' issue has been delayed a little with my attendance at the **IAF Conference in Phoenix, Arizona**. I was keen however to include stories from the conference and also the **IAF Board Meeting**, within which there were a number of exciting developments. More on this later. I also have a chat with a new member **Brad Rilatt** and longer-term members **Mary Alice Arthur** and **Peter Box**. In this issue the spot for "My Favourite Tool/Approach" was not taken up (come on guys). I contemplated doing it myself and then thought "nah..you hear enough from me". This section could be anything.. "A book I am reading", "An Interesting Approach". "Something I would like to try"...OK the opportunities are endless, I would love to hear from one of you....I have also included a summary of a discussion on the AFN Listserve, **"The Future of Facilitation - What matters to you"**. Rich conversation of which I think we will continue....

Why joining the IAF makes cents!

With Dale Hunter

The IAF website where you can register as a member is www.iaf-world.org and the AFN Conference web site is www.afn2004.org.nz
The Jossey Bass website is www.josseybass.com

To encourage facilitators to become members of our international association, the Regional Conferences around the world (4 this year and 6 next year) will be asked to provide 25% deductions to IAF members. The AFN Wellington Conference, 22-24 October, is already doing this, saving IAF members NZ\$90 if you register by August 6 or NZ\$80 if you register after that date.

Given that the IAF annual membership fee is US\$125, it is a great time to join the IAF and get the benefit of the AFN Conference discount and other IAF benefits.

One of the many IAF benefits is a 30% discount on the new IAF Handbook of Group Facilitation, published by Jossey Bass, to be released at the beginning of next year. This prestigious book, edited by Sandor Schuman will be rather large and comprehensive and includes chapters by more than 30 leading authors in the field of facilitation including Roger Schwarz and Sam Kaner (USA), John Epps (Malaysia), Jon Jenkins (Europe), Christine Hogan (Perth), Dale Hunter and Stephen Thorpe (Auckland) and many more. If you order this book before December 17 as an IAF member you get a 30% discount (a reduction from US\$75 to US\$52.50).

So the US\$22.5 (book discount) and NZ\$90 (AFN Conference) together mean that you can join the IAF for about US\$40. This is a terrific deal but you will need to act soon to take advantage of this.

A chat with and welcome to Brad Rilatt

"I have an underlying belief in the value and importance of service to others"

What type of work do you do?

- facilitate learning and change in individuals, groups and organisations
- design, develop and deploy integrated information systems
- lead and manage large, complex and strategic client projects
- design and deliver personal and group skills training

What is most interesting to you about the field of facilitation?

- the challenge of guiding people through effective interactive processes to achieve and agreed purpose
- the desire to be of service to other people
- encourage, equip and empower others



the freedom that emerges through providing process expertise rather than content knowledge.

What is something that has been a source of inspiration for you in your facilitation work?

- seeing people achieve their goals and outcomes with more enjoyment, greater value, less distress and more sustainability

What other career roles have you had:

- a public servant
- a businessman
- a teacher
- an IT director
- a board member
- a church leader

Contact Brad at rilatbj@ozemail.com.au

Drop us a Line From Peter Box

Sorry to be so hard to get in touch with - things have been fairly hectic for quite some time! I do like to follow the discussions and ideas in the IAF and AFN e-mails and chat groups on facilitation but find little time to have input. My company name is Group Strategies and I work as a facilitator in the agriculture and natural resources areas across Australia with support from my wife Lucy and daughters Janine and Christine. The work is varied and interesting and at times I team up with others (individuals and companies) for larger jobs. The work ranges from facilitating planning sessions (such as for the Co-operative Research Centre for Beef) to conferences to community consultation (for example on a proposed intensive agricultural development near existing towns) to mediation (at the moment between a timber manufacturer and local residents over an environmental improvement plan). I also run training courses in group facilitation skills and occasionally get involved in program evaluation.

My clients range from catchment boards to State departments of agriculture or natural resources to industry peak bodies to research organisations. I do not have a favourite tool or method - but I do find that most of my work is at the early stages helping a client clarify what it is that they truly want and then helping to design a process to deliver this. Another role I have is as chairman of the board of North East Water - this is an organisation that provides water and waste water services to some 110,000 people and numerous businesses in 36 towns across the north east of Victoria. There are some 110 staff at 16 locations and the role as chairman helps me keep a practical foot on the ground in terms of organisational development and my facilitation skills being practical. This provides a range of challenges - from meeting community needs to ensuring environmental sustainability of services to meeting regulator standards and implementing policy initiatives of the government of the day.

Contact Peter at boxy@netc.net.au

Hello Mary-Alice Arthur

"this journey is not about speaking up, its about shutting up. TLC (Talk less, coach) is a good motto"

Where do you live?

I live in Wellington, New Zealand, but I call myself a "bag lady" -- I work wherever my bag is.

Where have you lived?

I've lived in New Zealand for the past 20 years, but I was born in the States, and lived in Brussels, Hamburg and other places in Germany and travelled all over Europe before moving to New Zealand.

The type of work you currently do in one sentence or less?

I call myself a "Facilitator for inspired change", working with groups of all types and I am also a ConferenceWeaver (I love large groups!) and a storyteller.

The different types of work that you have done/'titles' (other than facilitator)?

I worked as an assistant account exec for Ogilvy & Mather Advertising, as Product Affairs Manager for the New Zealand Wool Board and for the New Zealand Tourism Board managed the Event Tourism Unit and the KiwiHost Customer Service Training program. My favourite title comes from my student days, when I worked at the headquarters of AIESEC (the International Association of Students in Economics & Commerce) -- Assistant Secretary General Program Development & Publications. How's that for a mouthful?

Your first recollection of a 'facilitated' event?

I have been going to conferences since I was a student, but my first awareness of being part of something that was well-facilitated would have been a six day course in communication skills I did in the late '80s. I was intrigued by the skilful facilitation of insight, learning and deep emotion by the two facilitators.

What motivated you to find out more about facilitation?

When I left my last full time employment I fell in with two colleagues who were facilitators. Their skill and ability to be clear and create safe spaces for participants was inspiring. I wanted to learn more from that experience. I had been in front of groups for years as a presenter, so this journey is not about speaking up, its about shutting up. TLC (Talk less, coach) is a good motto.



As Lao Tsu said with a real leader "the people say they have done it themselves".

2. When it does work that easily, it can be difficult to get people to take the next step and really ground in the work that has been done. I still find people in business looking for a quick fix and exhibiting a "been there, done that" attitude.

3. With the dynamics of the planet changing so rapidly there is an expanding need for facilitation, storytelling and all other forms that help people be with each other, deeply listen and collaborate. It is up to us to move into this void and create.

Your passions

I am passionate about large group work, collaboration (not talking heads!), creativity & inquiry, storytelling and the use of

narrative, work as play and seeing life as miraculous. I'm always looking for other people to play with -- give me a ring!

Favourite place to travel to

My favourite places to travel to are twofold -- either they are naturally beautiful and points of power or they have interesting people in them. You can find them anywhere!

What are you reading?

By my bed at the moment: "Changing Conversations in Organizations -- a complexity approach to change" by Patricia Shaw; "The Healing Heart: storytelling to encourage caring and healthy families", edited by Cox & Albert; "All Hat and No Cattle: Shaking up the system & making a difference at work" by Chris Turner; "Your Money or Your Life" by Dominguez & Robin; "The Skilled Facilitator" by Roger Schwartz and "Horsefeathers & other curious words" by Funk & Funk. Okay, you asked. I can't ever seem to have just one on the go at once!

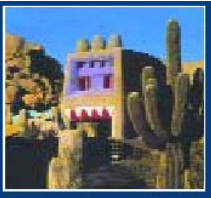
Interesting movie you have seen lately

I watch heaps of movies, but the International Festival of the Arts is currently on in Wellington and I saw a French show I can rave about called "The Junebug Symphony". It was part acrobatics, part illusion and visually stunning. It reminded me that a little movement or expression can mean so much and create so much within the audience. In some ways, I think we are performers too, great illusionists who show people possibility. I'd like to be able to play with the amount of skill, grace and enjoyment of the performers I saw in that piece.

Anything that you would like to add

Thanks to all of you who are out there doing your good work in the world -- whether you know it or not, you are appreciated!

Contact Mary-Alice at miracleworker@buzz.net.nz



New Member Orientation Session

Members of the IAF Board conducted an orientation session for new members and at this session posed the question:

What should the IAF do to meet your expectations of a 'best' organisation?

Participants identified what they felt were characteristics of the 'Best' Professional organisations which included:

Values

- Shared values
- Integrity between values and doing what they say (walking the talk)
- Conscious on how to grow and be inclusive
- Two-way communication
- Positive resolution to conflicts
- Absence of politics/cliques
- Constant introduction of people
- Wide participation
- Human touch
- Took time for self-reflection
- Recognise peoples' gifts
- Personable

Professionalism

- Industry respects them
- Rich and deep professional development
- Maintain currency of competency descriptions
- Cutting edge
- Practical and relevant
- Quality of peers

Benefits

- Connecting
- High quality publications
- Personal relationships
- New ways of looking at things
- Active involvement of members - learn from
- Each other
- Educational opportunities

Operations/Structure

- Culture specific
- Under 150 in number
- Seamless operations
- Responsive and professional staff
- Regional chapters
- Good support
- More local and/or regional

Expectations from the IAF as a 'best' organisation included:

- Clear direction and support in development and in the field
- Entry level education (Facilitation 101)
- Partnerships, collaboration
- Continual and better marketing of the organisation and the profession
- Strong high level network - more visibility
- Foster growth of new generation of facilitators - start on the journey of being a facilitator
- Assistance in spreading the word internally (in house)
- 'Package' stuff together from around the world

Regional Growth

A group within the ACT (Board Meeting) discussed the development of IAF in each region. An outcome of this was the Global Membership Project: Regional Representatives will champion a membership drive in each region. To support this initiative and foster regional development, IAF will return 25% of membership fees to each region. This will apply immediately to new membership and also to renewals.

Each Region has a regional development plan which will be updated by end of July and will include fund raising initiatives and proposed regional fee structures for members. I will circulate our plan (Australia/ New Zealand) to members in the next month.



Another workshop that we conducted as an Open Space was about how the IAF and facilitation can grow in each region. In line with the principles of OST, whoever turned up was meant to be there and we had all regions represented. A couple of exciting outcomes from this was our intent to publish a book "Facilitating wisdom across the globe" - with contributions from each region and plans for the first IAF conference in Bangladesh in 2006 (at the longest beach in the world).

Christopher Whitnall IAF Phoenix Conference Scholarship Winner



"For my first experience of IAF I found a diverse range of sessions and people and had some very stimulating and thought provoking conversations about the art of facilitation. I aim to attend again next year"

From Viv McWaters...

Posted to AFN 23/06/04

Hi all

I've just returned from this year's IAF Conference in Arizona and thought I'd report on my impressions and learning's for anyone who's interested. The conference was held at a five-star resort in Scottsdale, near Phoenix. Daily temperatures were in the low to mid 40s (that's Celsius) so it was VERY hot! This is Phoenix's low season (because it's too hot to do very much) hence the reason why it was held at such a luxurious resort. There were nearly 600 people from 26 different countries. Sounds impressive, but if you take out the North Americans and Canadians, there were about 55 people from other countries. There were four Australians and two New Zealanders. There was a welcome dinner with speeches and a great welcome by First Nations people, full of colour, dance, drumming and humour; there were concurrent workshops (lots of them and very difficult to choose); a key-note speaker and interactive dialogue about future trends and the implications for facilitation; Birds of a Feather (common interest) and Share-a-Method lunches; a celebration dinner (BBQ and band outside in the evening when it was a bit cooler); lots of competitions; a daily newsletter with updates etc; trade displays (with lots of wizbangery); and a bookshop (one of my favourite places, but I was very good and only came back with four new books). Oh, yes, there was also a cyber cafe for those who couldn't be without their e-mail; and some full-day pre-conference training workshops.



I enjoyed the luxury (especially after two weeks camping in Utah before the conference); connecting with the handful of people who I knew; the workshops I attended; and the bookshop. I didn't enjoy the difficulty in finding individuals in

such a large group; the heat (although there was virtually no humidity); and I was a bit concerned about the amount of water used in a desert to create such lush lawns etc and the conspicuous use of resources.

The workshops:

Process mapping

I thought this would be about facilitated process, but it was about business processes. It was useful, very practical, good mix of theory and practice and something I'm likely to use - although it's very reductionist, but a good analytic tool.

Graphic Facilitation

This was awesome - I actually learnt to draw and gained some very practical and useful skills to enhance facilitation with graphics and colour, especially reporting. There was a strong focus on the use of metaphor. While this was targeted as a skill for facilitators, I can see applications for participants too. Can't wait to try some of this stuff out.

Improv - Instructional Moments

I'm already a convert to Improv so this was great fun - I learnt how to improve my own practice of Improv with groups, how to better use Improv to uncover insights in a group, and how to improve my own Improv workshops.

Facilitating Wisdom Think Tank

This was a real highlight because it enables us to think about facilitation rather than learn how to do it. Overall, the highlights for me were seeing others facilitate; hav

ing an opportunity to explore the 'edges' of facilitation; and learning some new stuff. I also really enjoyed the lunch-time discussion about Open Space Technology at the Birds of a Feather lunch. A lowlight was the emphasis on facilitation accreditation - something that I think could really narrow facilitation practice.

My major insights were that we're doing OK here in Aust/NZ - in fact in some ways, I think we may be leading. And a personal insight was that I'm doing OK too (an important thing to know when you work alone with few benchmarks to draw on).

I also learned that generalist conferences (like the IAF and AFN ones) are good overviews of facilitation practice and provide opportunities to explore the breadth of facilitation. They are great eye-openers for newcomers, and an opportunity for 'old-hands' to share knowledge and skills. They are an excellent way to keep up with trends. For me though, the depth comes from exploring an aspect of facilitation with other practitioners. There's a number of these types of conferences: Open Space on Open Space; ToP gatherings (usually with ICA bods); Improv in Business; Appreciative Inquiry. As a network, I think we do AFN conferences really well (and should continue to do so) and could also explore some options for some other gatherings that focus on specific topics/approaches at depth. Cheers from a cold and windy Bells Beach. Viv

Contact Viv at viv@thereef.com.au

IAF Phoenix 2004...

From Carla Rogers....

I arrived home yesterday, my luggage however is still taking its own adventure deciding to part ways from me on day 1 in LA, so for some reason the IAF conference was not so appealing to it - perhaps it has gone to Disneyland? A key learning therefore layered on top of many others was about letting go and knowing that I had everything that I needed (or that it would materialise somehow). And through the generosity of many people it did.



I also participated in the Improv and Graphic workshops that Viv has reported on.

Different workshops that I participated in (to Viv) was "How to Make Powerful Interventions" and "The Facilitative Leader" with Roger Schwarz. Roger has provided a terrific framework for facilitation that is transparent, authentic and provides clarity for both the facilitator and participant. Another aspect of Roger's work that I appreciate is that he provides a number of different frameworks for those facilitators who do at times engage in content. For more information see www.schwarzassociates.com

Viv in response to your experience of certification, I have reported to the Board that (from views expressed to me by Aust/NZ members) it is not currently a priority or high demand for certification in this region. The emphasis we have placed in these (Board) meetings has been on flexibility and the ability to grow facilitation in a region that is appropriate to/tailored to that region. I believe that this message has been listened to.

An indication of this has been the Boards agreement to distribute IAF membership fees so that 25% of fees from Australia/ New Zealand members is retained in this region. A key point is that it is up to us as members to make our choices about how we grow facilitation and set our own priorities.

This is only the second time in my life that I have stayed at a 5 star resort and I felt as much as a fish out of water this time as I did the first - The conference venue was unsustainable (as is possibly all of Phoenix) which has been a terrific catalyst for getting the issue of conference venue sustainability on the table as a discussion point for selection of future venues (I will pursue this). It was wonderful connecting with the other Aust/NZ facilitators (but also difficult amongst so many other people).

You can contact Carla at carla.rogers@npws.nsw.gov.au

From Tom Schwarz....

I'd like to add brief feedback one of the sessions run by Glenda Eoyang - on Building the Pattern - Human System Dynamics in action (see www.hsainstitute.org).

The session provided a framework as well - for viewing, seeking to understand - and a basis for being a change agent with - groups of people based upon their patterns of interactions and being in synch with these.

It kicked off with a great experiential learning exercise of human group dynamics - and how small changes in behaviour of just a few can ripple through the interaction modes we were experiencing - and made a great linkage between complexity theory as a theory and what we could actually experience and seek to work with when we work with people. She provided very insightful feedback on the likely successful approaches and styles of facilitation that would likely resonate with and be more effective with the different group dynamics encountered (the dynamics ranging from unorganised through self-organising to organised) I did also participate in the IAF Certification process - and can provide feedback to those who might be interested.

Contact Tom at tom.schwarz@kinnogene.com

From Dale Hunter...

I enjoyed the sessions I attended and also led one myself introducing a meta model on sustainable co-operative processes in organisations. I enjoyed leading this session with 30 people attending - a full house.

Most of my time was taken up at the Conference with meetings. Meetings of the E-team (Executive Team) and ACT (the IAF Board). Here I was hard at work promoting decentralisation of the association and we made some gains here especially the new 25% return of membership fees to the region for regional activities.



Another highlight for me at the Conference was the endorsement of the IAF Code of Ethics. The word "Draft" can now be removed. The Ethics and Values Think Tank (EVTT) of which Joan Firkins (Melbourne) and myself are members, will remain a reference group to monitor the code and the need for review in the future. This endorsement is the completion of a four year project. Please use this Code with your clients. You can download it from the IAF website.

Contact Dale at Zenergy@xtra.co.nz



AFN 2004 Conference - Wellington

Have you seen the 2004 AFN Conference Website?? Impressive!
www.afn2004.org.nz

**Adventures in Facilitation: Journeys and Destinations October 22-24
Wellington, Aotearoa/New Zealand**

The program is likely to include:

- a special open event - a facilitation smorgasbord giving a taster of facilitation methodologies for our participants, and for people in the Wellington community
- sessions targeted for people with varying levels of experience in facilitation
- the opportunity for specialist themes and workshops
- some time for Open Space
- a session looking at the future of facilitation
- Wero - the Challenge - a Maori perspective to take us to the highest peak and challenges

Fees and Scholarships

The fee for the conference has 4 categories:

Standard fee - \$450NZ, Early bird fee - \$395NZ - for registrations up to and including August 6

IAF fee - \$370NZ - for those of you who are members of the International Association of Facilitators, IAF earlybird - \$360NZ - an additional enticement for those IAF members who enrol early, again by August 6

AFN Futures Conversation

On the AFN (Australia Facilitators Network - approx 200 members) list-serve I posed the following question

The future of facilitation in our region (Australia/New Zealand) what matters to you?

10 people participated in the on-line discussion generating about 15 pages of rich discourse about the future of facilitation. Key themes that emerged from the discussion include:

- The importance of establishing values and ethics and making these transparent
- 'Being'
- The need to raise awareness of the profession
- Boundary between facilitation as a profession and citizenship
- Facilitation as a profession rather than a skill-set within a profession
- Relationship between facilitation and activism (Facilitator as Activist) and also activities around living sustainably
- Keeping the profession vibrant, green, young, dynamic

For the full documentation email me at carla.rogers@npws.nsw.gov.au

The Next Issue

Humour me...send your contribution in.....

If you have a yarn or idea, something that you wish to share with other facilitators, within the IAF send it in. It could be:

- An upcoming event
- An interesting book on facilitation that you are reading
- Your Favourite Tool
- A question that you are pondering
- A project that you are working on
- Facilitation journeys/travels

and on and on

Anything from 50 to 250 words and pictures also will be great.

If I get a response, then there will be a next issue, due for release in September!

Thank you to this issues contributors!