

## AUSTRALIA AND NEW ZEALAND NEWSLETTER

Issue 10 , September 2007

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### Members free to use the IAF Logo

Display the International Association of Facilitators member logo on your web site, business card or stationery today. Visit [www.iafworld.org](http://www.iafworld.org) and click on *Facilitator Resource Centre* (on the home page menu bar) and then look under *Marketing Tools*.

[Click here >>>](#)

### AFN Conference 2007

Adelaide, South Australia, November 28-30

Join us to celebrate our 10th Annual Australasian Facilitators' Network (AFN) Conference at the Mercure Grosvenor Hotel in Adelaide, South Australia. This conference is open to anyone interested in facilitation. The theme for the upcoming conference is ***The Next Chapter: Showcasing the Purpose of Facilitation.***

The conference will explore the purpose of facilitation; to reflect on the powerful journey to date; to ponder what delights and challenges will emerge over the next 10 years. Join other facilitators with a glass of champagne to toast yesterday's successes and those still to happen! Map the journey for showcasing the purpose of facilitation and taking our profession to new levels of greatness over the next 10 years.

REGISTRATION FEES (excludes Conference Dinner)  
 Register by September 31st, 2007 fee - AUD\$420.00  
 Register after September 31st, 2007 fee - AUD\$500.00  
 IAF members only - AUD \$420.00

Discounts apply for early bird registrations and IAF membership, along with travel scholarships.

See [www.afnconference.com.au](http://www.afnconference.com.au) >>> for details.



### Regional Update

Comments from Tom Schwarz

A quick update of the IAF in general , and the ANZ IAF in particular ...

Carla has been 'the leading light' (to coin a pun) for the IAF in this Region for the past 4 years – and to her credit has built a great foundation to move forward with. Now as a sign of the ANZ leadership in participative practices within the IAF - she has passed on the flame to not one but three 'mere' males (please no jokes). After the IAF Board meeting in KL end of July – the folks who will be your connections into the IAF will be Keith, Stephen and myself – with Carla continuing in a mentoring role.



At the Global board level – the decision has been taken to now recognize the truly global nature of the IAF – with now around 50% of the membership outside of North America (incl Canada) – AND the strongest growth coming from non-NA Regions !! And talk about change - at the Malaysia KL Board meeting – the US was formally recognized as 'just another region' – with the proposal being adopted to transform the organization into a decentralized region-centric entity – in recognition that the focus and value needs to accrue where the membership is !! Radical stuff.

Keith, Stephen and I will be looking to provide - with your support - the connections, contacts and global perspectives that frame a professional organization such as the IAF – to bring the global dialogues to ANZ and to take our perspectives out to the world. This is based around the strong Global IAF Community of Practice and resources sharing that compliments that provided by the very organic local AFN and it's state chapters –

There's the IAF Journal that has been reborn thanks to the efforts of Stephen and our vibrant ANZ contributors, the IAF Methods Database (populated with literally hundreds of documented globally sourced Facilitation 'practicals', the Certified Professional Facilitator reflection and certification journey at IAF conferences around the world (including in ANZ), the global list server and ability to get yourself known to global clients, regular newsletters on 'what's happening' in the world of facilitation (well it will be regular with your help ...), the ANZ IAF list server, .....and there's .....????

So .... We invite you to tell us what you'd like to see the IAF doing to support your practice and development as a facilitator...

That's just an initial 'g'day' from your new team – to existing and past members (whom we invite to 'please re-consider' ... the IAF ).

Go well, Tom

## Cocktails in Adelaide Anyone?

Celebrate IAF in style with Keith Ryall

The IAF Australasian leadership team are planning a cocktail party get together for IAF members prior to the AFN conference in Adelaide. We aim to use the opportunity to mix and mingle with IAF members and discuss the IAF with pre-conference delegates who will be invited along. We will be offering lucky draws of harcopies of the IAF journal to lucky participants.



## Report on the IAF Asia Conference

By Prabu Naidu and Theresa Ratnam Thong

The 10th IAF Asia Conference held near Kuala Lumpur in Malaysia saw about 200 delegates attending from 26 countries from Qatar to South Korea and Austria to Australia. Malaysia is the country where IAF Asia started a decade ago. The week long event commenced with the CPF certification on 23-24 July 2007. This was followed by the conference which took place on 25-26 July. Five post conference workshops were held on 27 July.

There was celebration in the air and people attended more to learn and discover, going beyond the mental mode of networking. The conference was also significant in that the IAF Board meeting was held for the first time outside of the USA!

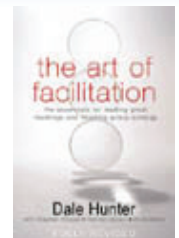
The 21 concurrent workshops facilitated by a diverse mix of experienced facilitators from across the globe in the conference did well to complement the theme "*Gems and Jewels of Facilitation*". The Plenary Sessions were a highlight as each used a different approach to facilitation i.e. World Cafe, Appreciative Inquiry, ORID. What was more interesting was the fact that people stayed back for the closing which was simply overwhelming.

After two days of fun, sharing & learning; the organizing baton for next year's conference was handed over to the Bangkok, Thailand, team that will be led by Lee Milstein who will be hosting next year's the 11th Annual IAF Asia Facilitator Conference.

## Book Review - *The Art of Facilitation* (2007) by Dale Hunter

Reviewed by Mary Simpson

*The Art of Facilitation* is a welcome development in the field of facilitation - and from my perspective - within New Zealand. ***I teach managing conflict and consensus in a university course, and this book is a recommended text for it.*** The book addresses the theoretical dimensions, contextual issues, and practices of facilitation and in this respect, has a lot to offer both practitioner and teacher.



The book is structured in three parts. The first part discusses conceptual perspectives on facilitation including definitions of facilitation, roles of facilitators, and dimensions of practice. The chapters in this section explore valuable philosophical and foundational aspects of practice, and help to locate the profession: for example, by comparing it to coaching, teaching, and mediating.

The second part explores facilitation in-action and uses a range of examples to illustrate its value in different arenas such as ethical practice, organisational process, and social sustainability. In this section, I particularly value the chapters on A sustainable society and Mapping the field of facilitation. The former explicitly links individual practice with broader social contexts; the latter succinctly captures the range of facilitation models and domains of practice, and so demonstrates the breadth and depth of the field.

The third section offers the reader resources for approaching, designing, teaching and learning facilitation and the structure plays an important part in accessibility of the material. The chapter on individual process activities, for instance, is structured so that a group can easily use different processes at each stage of its development.

This book appeals to me for all the features mentioned above. Finally, because it successfully engages the reader with theory, context, and practice, *The Art of Facilitation* will be an invaluable resource for many. Dale Hunter has succeeded in producing a user-friendly book.

**Mary Simpson is a Lecturer in the Department of Management Communication, University of Waikato.**

[Click here](http://www.artoffacilitation.com) for the Art of Facilitation website [www.artoffacilitation.com](http://www.artoffacilitation.com) >>>

## IAF Group Facilitation Journal

What's in Issue 7?

**Difficult Conversations: Authentic Communication Leads to Greater Understanding and Teamwork**

By Martha Lasley

**Abstract** This article offers a practical approach to facilitating difficult conversations. The Authentic Communication module is more than a tool; it is a state of consciousness that helps people communicate honestly and openly. This approach expands emotional intelligence by developing awareness of the



connection between feelings and universal human needs. Distinctions between observations and judgments, feelings and thoughts, needs and positions, and demands and requests are clarified. Authentic Communication provides a method of resolving difficult conflicts so that people feel heard. By deepening awareness of needs, we contribute to trust, safety, and improved communication. When people are understood at a deep level, they're able to release their attachment to their positions, explore options and make requests that meet everyone's needs.

### Facilitator Education: Learning from group counselor education

By Glyn Thomas

**Abstract** This paper reviews the group counselor education literature and considers implications for the practice of facilitator education. In contrast to the facilitation literature, the literature from the field of group counseling, group psychotherapy, and group work is more explicit about the strategies that can be used to train, develop and educate practitioners in these fields. The use of didactic teaching, observation, experiential participation, and experiential leadership are discussed and implications for facilitator education practice and future research are identified. These include the need to: help emerging facilitators to establish an explicit theoretical orientation; encourage explicit discussion about facilitator education strategies; close the researcher-practitioner gap.

### Exploring the Language of Facilitation

By Andrew Rixon, Viv McWaters, Sascha Rixon

**Abstract** Whilst language is the means by which facilitation is realised, there has been little research to date investigating language use in facilitation. Through the design of an online reflective practice survey, this paper explores facilitators' perceptions of language use in facilitation. The paper presents results from the online reflective practice survey involving 140 facilitators from around the world. The paper establishes that like the language of business, or the language of politics, there may be an emerging language of facilitation, with facilitators implicitly understanding what it means to "speak facilitatively". Indeed, speaking facilitatively appears to be based on respect and can be characterised by the use of linguistic politeness devices. While spoken language plays an important part in facilitation, our survey participants strongly indicated that body language is as important as spoken language, and that spoken language is only a part of the 'complete facilitation package'. Finally, the use of metaphor for investigating facilitator styles is found to be a useful tool for revealing core facilitator values.

### IAF Classics for Facilitators - Facilitation: Catalyst for Group Problem Solving

By John (Sam) Keltner

**Abstract** This article defines groups and their function in society and points out the need for training in group processes. It distinguishes between task, therapy, growth, and training groups, defines a group process facilitator as a catalyst to the processes through which a group performs its task, separates the process-facilitation role from other facilitative roles dealing with the content of a discussion, and looks at the history of group process laboratories and the training of facilitators. Also discussed are the role and requirements of the leader-trainer-facilitator, the function of power in the facilitator role, the nature of intervention, the preparation of facilitators-intervenors, and the paradox of facilitation and facilitator intervention strategy. It points to the variations in the concepts of the role of the facilitator and to the weaknesses in the preparation of facilitators at the present time [1989], and calls for further research in the facilitator role.

### Book Review - The 9 Disciplines of a Facilitator: Leading Groups by Transforming Yourself

By Jon C. Jenkins and Maureen R. Jenkins

Jossey-Bass, San Francisco, 2006, 310 pages, ISBN-13: 978-0-7879-8068-9

Reviewed by Glyn Thomas



### Facilitating Online in Second Life™ Anyone?

Exploring online facilitation skills

During a recent *Online Facilitation Skills* programme led by Stephen Thorpe of *Zenergy* in Auckland, participants went on a digital field trip to explore Storytelling and Dialogue in the online 3-D world called Second Life™ - [www.secondlife.com](http://www.secondlife.com). Each person joining Second Life™ creates their own cartoon-like 'avatar' that represents them in the 3D world. Participants travel around the various environments, such as the virtual camp fire on *Boracay Island* pictured to the right, and interact with other people from around the world.

Nine participants joined in the session from Auckland, Nelson, Sydney, Canberra, Perth, Hong Kong, Uppsala in Sweden and Den Haag in The Netherlands, spanning five time zones.



The facilitated storytelling session explored participant's journeys to becoming a facilitator. One participant summarised their experience by saying "...the session around the virtual fireplace was so natural and really felt like I was present with others. We managed, quite naturally, to blend story with fun and I certainly went away with a sense of ease and satisfaction..."

Discussion on the 3-D virtual world experience followed on the training programme's discussion forum. Participants found the experience emotionally engaging, lots of fun and many wanted to explore the environment further.

Programme leader Stephen Thorpe said “*Facilitation is the key to harnessing the effectiveness of emerging group technologies like Second Life. Combining processes such as storytelling and dialogue with the interactive 3-D fireplace metaphor meant that participants’ could connect with each other on an emotional level. Something that can be quite challenging when facilitating through computer means.*”

Certainly internet 3-D spaces are one domain to be sure to watch for the future of online facilitation. Further excursions into Second Life™ are being planned for the next *Online Facilitation Skills* programme starting 1 October. The upcoming programme will be held over 8 weeks until 25 November. There are places for 12 people from anywhere in the world who have access to the internet. For more details see: [www.zenergyglobal.com/online](http://www.zenergyglobal.com/online) >>>

For other great facilitation training opportunities see the IAF [calendar](#) >>> or the [training directory](#) >>>.

## Share a Method

### The IAF Methods Database

Have an effective method or process that you can share with your colleagues around the world? The IAF Methods Database is an ideal way to do so. The database is free to join and is dedicated to providing managers, team leaders, and facilitators with online and face-to-face tools for creating, leading and following up group meetings. [Click here](#) >>>

## The Presencing Institute

### Collectively creating innovation and change

Dr. C. Otto Scharmer has announced the launch of the *Presencing Institute* ([www.presencing.com](http://www.presencing.com)) a global community of individuals, institutions, and initiatives that apply and advance the *U process of presencing* to collectively create profound innovation and change. If you are interested in facilitating change, then Scharmer's book *Theory U: Leading from the Future as it Emerges* is a must read.

## UN Report Recognises Facilitators

### IAF recognition growing

In June of this year, the Dept. of Economic and Social Affairs of the United Nations Secretariat issued *Participatory Dialogue: Towards a Stable, Safe, and Just Society for All*. It explores the potential role of facilitated participatory dialogue as a tool for enabling social integration processes. Learn more in the review of the book found in the [August Global Flipchart](#) >>>.

## Join The IAF-ANZ Leadership Team

### Promote facilitation in your area

We meet monthly (via Skype) and together tackle many ideas and initiatives to promote the art and practice of facilitation in our region. To share your ideas or to find out what is going on, please contact:  
Tom Schwarz: [tom.schwarz@kinnogene.com.au](mailto:tom.schwarz@kinnogene.com.au)  
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