



## AUSTRALIA AND NEW ZEALAND NEWSLETTER

Issue 13, April 2008

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### Contribute to the newsletter

If you have an article, book review, something of interest to facilitators in your region or an upcoming training programme that you would like to include in the newsletter please contact Stephen Thorpe [secretary@iaf-world.org](mailto:secretary@iaf-world.org)

### Regional Update

Comments from Tom Schwarz

The last quarter has been a busy period for the IAF - with some stand-out happenings - such as the 'all hands on deck' to support 48 CPF candidates from around the globe 'doing their stuff' at the April Atlanta IAF conference.

Amidst the various ongoing changes and developments in the IAF that Stephen has indicated elsewhere in this report.

To my mind though a seminal 'event' for me took place back in our home region - with the passionate discussions that evolved on the AFN list server around [Facilitators](#) - who they might be or not be (aka qualifications, and academics vs non-academics).

The real lessons to us all as facilitators around the power of the word AND rather than OR ... which is what the spectrum of reality really encompasses.

About what it's like for us facilitators (even) to 'walk the talk' of really deeply listening.

It took some timely reminders to allow ourselves to recognise our 'trigger points' - and the real difficulties in allowing ourselves to listen to others perspectives as valid truths (when/if these appear to be 'close to home').

The passions unleashed were I think aptly summed up by Ian Benjamin....

"Yesterday was pure theatre, Opera - Wagnerian. It was the best of Radio National instead of (the best of) your local ABC. It was sensational. Yet, it was like a real meeting we might find ourselves facilitating.

As Bob and others called it. "With Bob Dick's "May I have your attention"... reminder that helped bring us back to the 'AND' respectful paradigm ...." It seems to me that disagreement can be a powerful spur to learning.

My experience also suggests that the learning is greatest when:



- \* people don't paint themselves into a corner by being dogmatic
- \* there is deep listening on all sides."

A powerful experiential 'happening' for our community of practice self-reflections, one that held the reflective mirror up and lets us both know and feel what it is we are asking of people in our facilitations when we indicate the need for 'deep listening on all sides' -

Wow – thank you colleagues – a gem of learning for me.

Go well

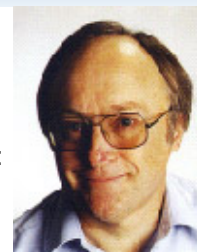
Tom

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## IAF-AFN Conference

Bathurst 24-26 November 2008

The AFN Conference for 2008 is taking shape - 26-28 November in Bathurst NSW, with IAF CPF Certification on 24-25 November, and post-Conference workshops on 29 November. The theme is: **'Pushing the Boundaries: Facilitation Frontiers'**. This is the first time the annual AFN Conference has been held in an inland regional location within a rural community.



The AFN 2008 Conference Web site is now open at [www.afnconference.com.au](http://www.afnconference.com.au)

Registration opens at the end of April and the Program outlines will be built up after submissions and offers have been worked through.

We are now calling for offers to present workshops, within the Conference and in post-Conference workshops. We need those offers by **18 April**, so that we can assemble the program and provide potential registrants with a clearer indication of the value they will obtain by attending the Conference. We especially encourage those who have not previously presented at an AFN Conference to push your own boundaries and give it a go.

We also encourage all of you to pass this announcement and the URL for the Web site on to others in all your other networks (cross-posting is less annoying than missing out!). Although final prices are yet to be determined, we have introduced concessional registration for overseas delegates to encourage wider attendance, so please don't forget to copy to your far flung associates. There are also Scholarships on offer.

See the Web site for all information. For further enquiries email: [afn@markbutz.com](mailto:afn@markbutz.com) .

'Team Bathurst':

Mark Butz - Hedy Bryant - Sue Elks - Tom Schwarz - Tammy Gamble - Jenny King - John & Elaine Telford - Haydn Thomas - Lisa Tuineau.

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## Get IAF Certified

Certified Professional Facilitator Accreditation at Bathurst 22-24

The assessment process is based on rigorous peer review of knowledge, experience and demonstration of skills. The IAF Certified™ Professional Facilitator designation indicates attainment of these foundational competencies. The professional facilitator designation offers clients an assurance that those who are certified are qualified to design and provide basic group facilitation services. [Click here](#) for the IAF-CPF Certification Process Overview (93kb pdf).

We'd love to have you with us for accreditation in Bathurst! Early application and an early start on document preparation is highly recommended! Contact [certify@iaf-world.org](mailto:certify@iaf-world.org) to register.

The rate the Bathurst certification programme is US\$1200.

A portion of this fee, US\$250, is payable at the time of application. The remaining \$950 is due upon receipt of an invitation to attend the Assessment Day. Current IAF

membership is required for certification. Candidates are expected to cover the cost of transport to the event location, and any lodging/food for overnight stays. We provide light breakfast and lunch for all candidates on the event day.



*"The whole IAF experience has been a great one for me... I feel connected to a wider group of like minded people - something I have been missing for the past few years."*

**Rhonda Tranks**  
Telos Partners, Australia

[Click here](#) to read about Sydney-based facilitator Tom Schwarz's journey to attained his CPF in Arizona, USA (33kb pdf).

## Facilitating Social Change Conference

Commonground Conference Centre, Seymour, Victoria - 8-10 May 2008



Like never before, the world needs good facilitation to help collaborate around just and sustainable outcomes on SOOOO many fronts.

This is a little conference that takes place between the big [Australasian Facilitation Network](#) (AFN) conferences held annually in November. The conference in May seeks to extend the reach of facilitation further into the realm of social change, and being social change agents.

For just and sustainable outcomes to have greater impact, we need to gather together people who think differently. At this Facilitating Social Change Conference, we would like to extend the invitation to facilitators from the 'top end of town' through to activists working from 'the bottom up' - and everyone in between.

For more details see: [www.fsc.net.au](http://www.fsc.net.au)

### Facilitator Conferences Around the world

#### IAF North America

10 - 12 April 2008  
Atlanta, Georgia, USA

#### IAF Africa

23 - 24 July 2008  
Pilanesburg, South Africa

#### IAF Europe

2 - 5 October 2008  
Groningen, The Netherlands

#### Facilitating Social Change

8 - 10 May 2008  
Melbourne, Australia

#### IAF Asia

27 - 28 August 2008  
Sarawak, Malaysia

#### ICA 7th Global Conference on Human Development

11-15 November 2008  
Atami, Japan

### IAF Asia Conference Announcement

#### A Change of Venue

The 11th IAF Asia Conference 2008 will no longer be held in Bangkok. The Venue has shifted to Sarawak, Malaysia.

The new venue is:

Damai Puri Resort & Spa, Sarawak, Malaysia  
Teluk Penyuk Santubong  
93762 Kuching,  
Sarawak, Malaysia  
Tel: +6082 846900 Fax: +6082 846901  
[www.damaipuriresort.com](http://www.damaipuriresort.com)

There is no change to the original dates: 27 & 28 August 2008 (Wed & Thu).

## IAF-AFN Australia/New Zealand

26-28 November 2008  
Bathurst, New South Wales

### Welcome to Our Newest Members

Welcome to members joining since January

Gillian Bester, Snowden Group; Justin Noel, Origin Communications; Anne Bailey, Co-operacy; Megan Tough, Complete Potential; Annalie Killian, AMP; Cath Lawrence, Motion Consulting; Anne Murphy, Michael Hobley, Brixton Rise Pty. Ltd.; Bernard Gore; Andrew O'Brien, Organisations That Matter; Christine Rinehart, Rinehart Consulting; Margaret Jean Taylor, Learning Edges Australia.

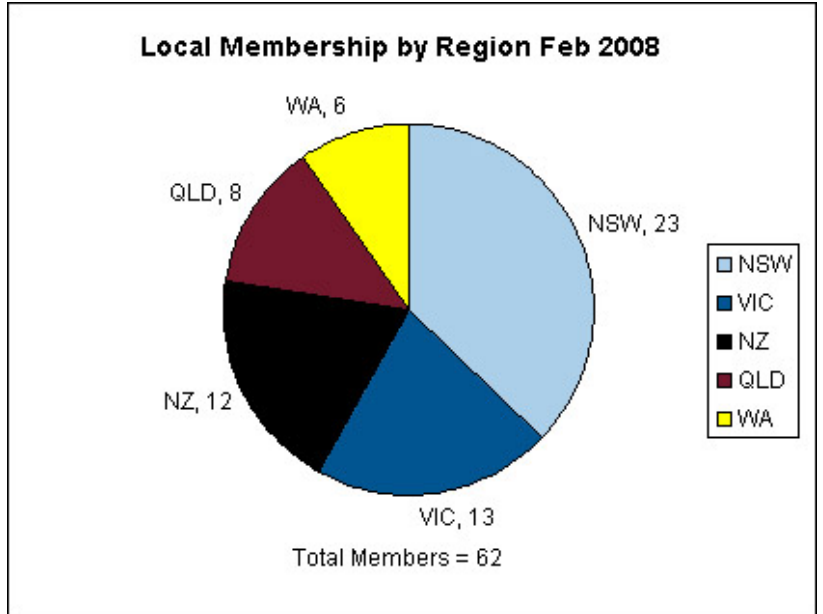
### Local Membership

Where do our local members come from?

Membership total at 29 February = 62

By region:

New South Wales	23
Victoria	13
New Zealand	12
Queensland	8
Western Australia	6



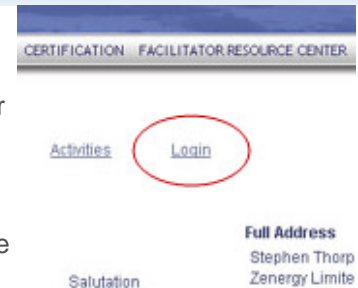
### Change that unfriendly IAF-world.org login and password

Web site tip of the month - Stephen Thorpe

Did you know that you can change your login and password for accessing the member sections of the [IAF-world.org](http://www.iaf-world.org) website?

For years I've found it frustrating having to search for my member number every time I wanted to access the member sections of the IAF website. I could never remember the number. Sometimes I'd just put in the too hard category and give up. Recently I've found a rather simple solution - **change my login and password**.

To do this for yourself go to [www.iaf-world.org](http://www.iaf-world.org) and login. Then go to **Edit My Profile**. Six links across at the top click on the **Login** link. In this screen you can change your login and password to something you will be able to use!



## A Tour of the IAF-World website ([www.iaf-world.org](http://www.iaf-world.org))

Tips from Jim Campbell



Jim Campbell is the IAF Europe Regional Representative. Jim is based in Brussels, where he is Co-Director of the Institute of Cultural Affairs office. In Jim's August 2007 regional IAF newsletter, he took his readers on a tour of the IAF global web site ([www.iaf-world.org](http://www.iaf-world.org)). It's a useful introduction, do read on.

"The global web site of the IAF features many services and benefits for members. However, I often find that people have not taken the time to find these things. So I have done the exploring and put together this little guide to facilitate (no pun intended) your access to the global web site.

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 **EVENTS CALENDAR**. 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 Programme.

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

**TRAINING** is next. This is a listing of training events and organisations that provide facilitator training. 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** and **Regional News** you find links to current information and reports.
  3. 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**. Here is a very detailed drop down list, so also check it out.

Finally, one of my favorite, but not well-known, resources on the website is on the **Facilitator Resources Center** 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!"

## New IAF Journal Editor

Stephen Thorpe steps in

Stephen Thorpe has recently become the new Editor-in-Chief of the IAF's *Group Facilitation: A Research and Applications Journal*. Stephen will be taking on the role from Sandy Schuman who has been an editor of the journal since late 1997. Sandy has been involved since the journal's beginning; first as an Associate Editor, and then as Editor-in-Chief from 2001. "A superlative effort" as Sandy might say, and a wonderful contribution to the profession of group facilitation. It is heart warming to know that Sandy will be transitioning to a consultative role on the Journal's board and his experience will still be present and can be drawn upon as Stephen steps into the role of Editor.



## IAF Group Facilitation Journal

What's in Issue #8?

### The Use and Documentation of Facilitation Techniques

by Gwendolyn L. Kofschoten, Marielle den Hengst, Gert-Jan de Vreede

Groups often rely on the expertise of facilitators to support them in their collaboration processes. The design and preparation of a collaboration process is an important facilitation task. Although there is a significant body of knowledge about the effects of facilitation, there is a dearth of knowledge about the ways in which facilitators design collaboration processes. Increased understanding in this area will contribute to the effective design and use of collaboration support and to the development of collaboration process design support. The research reported in this paper explores how facilitators could benefit from libraries of facilitation techniques and what is required to support facilitators in selecting and using new facilitation techniques, we sampled perspectives on the use of facilitation techniques from a large number of professional facilitators using a survey. We found how facilitators use and document facilitation techniques and offer suggestions for the documentation of facilitation techniques.



### Report on the 2006 Survey of Australian Facilitators

by Jane Elix and Colma Keating

A survey was conducted of facilitators working in Australia and New Zealand in 2005-2006. The purpose was to gather information about the background, training, experience, practice and expected remuneration of the respondents. Key findings were that there were some differences between female and male facilitators particularly in relation to their desired daily pay rates and education levels. Women respondents valued themselves less highly than male facilitators. The results also showed that more respondents identified their skills to be in the training and planning areas, rather than the areas of conflict resolution or consensus building on difficult and contentious issues. This is the first survey of this type conducted in Australia, and it provides an interesting set of information for practicing facilitators, and a platform for future research in the area.

### Examining the Effect of Marginal Members in Information Sharing Groups

by David Dryden Henningsen and Mary Lynn Miller Henningsen

Not all members of decision-making groups necessarily contribute to the task. In the present study, we examine the effects of group size (four or eight person groups) and decision type (intellective or judgmental decisions) on the number of members who drop out of the decision-making task. These non-contributing group members may be viewed as marginal group members. Both group size and decision type influence the number of marginal members in groups. Furthermore, marginal group members negatively affect the proportion of shared and unshared information pooled by group members.

### IAF Classics for Facilitators - Functional Roles of Group Members

Kenneth D. Benne and Paul Sheats

Book Reviews

### Coaching in Depth: The Organizational Role Analysis Approach

Edited by John Newton, Susan Long, and Burkard Sievers.

Karnac Books, London, 2006. 230 pages. ISBN 1 85575 328 6

Reviewed by Kate Dempsey



## The Change Handbook: The Definitive Resource on Today's Best Methods for Engaging Whole Systems

by Peggy Holman, Tom Devane, Steven Cady and Associates

Berret-Koehler Publishers, Inc; 2007; 732 pages; ISBN 10: 1-57675-379-4

Reviewed by Lisa Locke

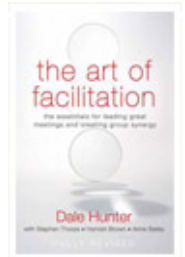


## The Art of Facilitation: The essentials for leading great meetings and creating group synergy.

By Dale Hunter (with Stephen Thorpe, Hamish Brown, and Anne Bailey)

Random House, Auckland, New Zealand, ISBN-978 1 86941 817 5

Reviewed by Glyn Thomas



### IAF Outreach

News from the Institute of Group Leaders and the Change Management Institute

**IGL – Institute of Group Leaders** [www.igl.org.au](http://www.igl.org.au) There was a successful conference (around 130 people) run by the Institute of Group Leaders (IGL) – a body that has IAF endorsement – in February at the Sydney Wesley Facilities in Pitt St. The focus was on **group work in therapeutic settings** – and mainly homogenous (men or women) groups. It explored the opportunities and challenges faced in practicing group work in community welfare/health/counselling services work.

Their mode for running the conference was much like the IAF and AFN – with plenary sessions followed by plenary reflections, and then various parallel streams for smaller discussions/sharing themes.

Tom Schwarz provided a facilitated session on the Architecture of Facilitation – covering how facilitation may have relevance and value to leaders of group practices. The session was lively with much sharing reflection covering the whole spectrum of responses on the relevance of the architecture.

### The Change Management Institute (CMI) [www.change-management-institute.com](http://www.change-management-institute.com)

The IAF is also supportive of the efforts by the CMI in their efforts to build a competences map for practitioners in their field – and which they acknowledge is based upon the strong framework and process developed by the IAF (and expressed in the IAF's CPF designation).

The IAF will be taking part in their competency framework launch on April 1 in Sydney – as part of a body of organisations who support the CMI work.

Their story is similar to the IAF's – the need for clarity and visibility around the various competence's which support successful engagements is driven by the field.

from their website...

***“When we first embarked on the CMI journey in late 2005, we conducted a series of focus groups with practitioners and business users. The message came through loud and clear that accreditation was seen as a major benefit from a professional body. The main issue identified by business users in our more recent research is that they find it hard to know what to look for in a Change Manager as the variety of CVs they receive when recruiting is enormous. Feedback from experienced Change Managers indicates frustration with comments like “everyone thinks they are a Change Manager”.***

Practitioners also feel that the profession is being discredited by a lack of definition and poor quality practitioners.

We researched over 30 similar organisations, in Australia and overseas, and consulted a range of practitioners, academics and business users during the development of our accreditation model.”

## Facilitation Training

Upcoming opportunities in the Australasian region

**ToP** (ICA's network) Melbourne - Modules 1 to 3 of the ToP Facilitative Leadership Program 7-9 April; Melbourne - Modules 1 to 3 of the ToP Facilitative Leadership Program 14-15 May. For more information on ToP see: [www.markbutz.com](http://www.markbutz.com).

**Action Research** workshops with Bob Dick, in Brisbane: Foundations of Facilitation 24-25 May, Advanced Facilitation 2-3 August, Action learning 23-24 October. For details contact [bdick@scu.edu.au](mailto:bdick@scu.edu.au).

**Zenergy** The Art of Facilitation: 14-18 April - Wellington; 5-9 May Nelson; 12-16 May - Auckland; 11-15 August - Rotorua. Online Facilitation Skills: 19 May - 27 July - Global (Online programme). For details contact [zenergy@xtra.co.nz](mailto:zenergy@xtra.co.nz).

**The Groupwork Institute of Australia** in Melbourne: Introduction to Facilitation 13-14 May, Advanced Group Facilitation starts 15 April. For details contact [enq@groupwork.com.au](mailto:enq@groupwork.com.au).

**Public Participation** Planning for Effective Public Participation in Melbourne 15-16 April. Facilitation Skills for Public Participation in Melbourne. Details: [www.twyford.com.au](http://www.twyford.com.au)

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

### IAF-ANZ.org Events Calendar

A new addition to the regional website

We have developed an events calendar for the Australasian regional website - [www.iaf-anz.org](http://www.iaf-anz.org).

Facilitation events and training are now being listed. Please contact Stephen Thorpe to list details of your facilitation training programme or event. [secretary@iaf-world.org](mailto:secretary@iaf-world.org)

### 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)

Keith Ryall: [kfryall@alphalink.com.au](mailto:kfryall@alphalink.com.au)

Stephen Thorpe: [secretary@iaf-world.org](mailto:secretary@iaf-world.org)



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