

# IAF EUROPE CONFERENCE

2009



## CONFERENCE PROGRAMME

IAF EUROPE 2009 - AMONGST THE DREAMING SPIRES | 18TH - 20TH SEPTEMBER 2009

# Conference Programme

Friday, 18th September 2009

One-Day Pre-Conference Session

Social Networking

Home Groups

To book your place on any of the pre-conference events please contact the session leader directly



# Conference Programme

Saturday, 19th September 2009 | 09.00 - 15.00

60 Minutes

90 Minutes

120 Minutes

180 Minutes

Social Networking

To book your place on any of the pre-conference events please contact the session leader directly

0900	1030	1100	1230	1330
Welcome Conference Opening Gary Purser Ask the Audience	Refreshments and Networking in the Arco Exhibition Hall	<b>Bringing 270 people to consensus</b> Tony Nash, Canada	Lunch in the Keble Dining Hall	<b>The Anatomy of a Facilitation</b> Michael Wilkinson, USA
		<b>The Facilitators role in producing an ethical outcome</b> Karen Jackson, UK		<b>The Secrets of Visual Information Management</b> Katherine Woods, UK
		<b>The Facilitator as Coach</b> Todd Montgomery, Australia		
		<b>Developing Minds</b> Graham Rawlinson, UK		<b>METALOG training tools</b> Tobias Voss, Germany
		<b>Lessons from the Dog Whisperer</b> Tony Mann, UK		<b>Making it simpler</b> Tim Sims, UK Tracy Muir, UK
		<b>Enjoy Work – Laughter Workshop</b> Joe Hoare, UK		<b>From Participation to True Engagement</b> Keith Warren-Price, UK Bruce Rowling, UK
		<b>Facilitating Employeeeship</b> Trevor Durnford, UK Malin Morén, Sweden		<b>Mainstreaming Diversity issues into training practice</b> Sonsoles Morales (Spain) Karima Zami (Belgium)
		<b>How to sell your services</b> Phillip Foster, UK		<b>Partnerships that Fly</b> Dawn Reeves, UK
<b>Stimulating co-creativity</b> Kristof van Rossem, Belgium	<b>An exploration of a topic that matters</b> Tom Schwarz, Australia			
<b>Decision Making in Health Care: The Challenge for Facilitators</b> Bill Mayon-White, UK	<b>Web 2.0 Mash-Up for Facilitators &amp; Facilitation</b> Gillian Martin Mehers, Switzerland			
<b>Fast Futures by Rohit Talwar</b>				
0900	1030	1100	1230	1330

# Conference Programme

Saturday, 19th September 2009 | 15.00 - 20.00

60 Minutes

90 Minutes

120 Minutes

180 Minutes

Social Networking

To book your place on any of the pre-conference events please contact the session leader directly

1500	1530	1600	1700	1800	2000
Refreshments and Networking in the Arco Exhibition Hall	<b>The Anatomy of a Facilitation (Continued)</b>	<b>So what's all this interweb stuff?</b> Matt Purser, UK		Conference Home Groups, Networking and Leisure Time	Conference Dinner in the Keble Dining Hall
	<b>The Secrets of Visual Information Management (Continued)</b>	<b>20 Inspiring Tips and Tools</b> Paul Z Jackson, UK			
		<b>Improvisation Skills</b> John Cremer, UK			
	<b>METALOG training tools (Continued)</b>	<b>Studying Group Process</b> Ellen-Marie Forsberg, Norway			
	<b>Making it simpler (Continued)</b>				
	<b>Building Resilience</b> Gary Austin, UK	<b>Facilitating Partnerships</b> Emma Langman, UK			
	<b>Deepening Facilitation Impact</b> Kathleen Paris, USA	<b>Honouring Uniqueness: An introduction to Meta-Programmes</b> Justin Collinge, UK			
	Cont.	<b>Presence in Facilitation</b> Arthur Lourijzen, The Netherlands			
	Cont.	<b>Real Action Learning</b> Ruth Cook, UK			
	Cont.	<b>Insights™ into Facilitation</b> Ayleen Wisudha, UK			
1500	1530	1600	1700	1800	2000

# Conference Programme

Sunday, 20th September 2009 | 09.00 - 11.00

90 Minutes

180 Minutes

To book your place on any of the pre-conference events please contact the session leader directly

0900	1030
<p><b>Can we see into the future?</b> Tony Mann, UK</p>	Refreshments and Networking in the Acro Exhibition Hall
<p><b>Inspiring Change</b> Carol Sherriff, UK Simon Wilson, UK</p>	
<p><b>Enhance your online facilitation with storytelling</b> Stephen Thorpe, New Zealand</p>	
<p><b>Unity with Diversity</b> Tom Schwarz, Australia Annette Moench, Germany</p>	
<p><b>Don't make me angry</b> Gary Purser, UK</p>	
<p><b>Games that teach: a collection of tried and tested activities</b> Sonsoles Morales, Spain</p>	
<p><b>Developing a strategic war room through facilitation</b> Kristen Forsberg, Sweden</p>	
<p><b>Graphic Facilitation</b> Charlie McAllister, UK</p>	
<p><b>Identify and Deliver on your personal brand</b> Todd Montgomery, Australia</p>	
<p><b>Moving from a 'Deficit' to an 'Asset based' approach to development-the principles of ABCD</b> Cormac Russell, Ireland</p>	
0900	1030

# Conference Programme

Sunday, 20th September 2009 | 11.00 - 13.30

90 Minutes

180 Minutes

To book your place on any of the pre-conference events please contact the session leader directly

1100	1230	1330
<b>Can we see into the future?</b> (Continued)	Farewell Lunch & Graduation Ceremony in the Keble Dining Hall	Departure
<b>Inspiring Change</b> (Continued)		
<b>Language Secrets: Focussing on your language for a change</b> Haider Imam, UK		
<b>Reading People</b> John Cremer, UK		
<b>Generating a quantum shift in group consciousness</b> Dale Hunter, New Zealand		
<b>'Using 'ToP' Facilitation methods in intergenerational settings'</b> Amelia Lee, UK		
<b>Stressless Living</b> Julie Whitehead, UK		
<b>The Secret life of groups</b> Christine Thornton, UK		
<b>Appreciative Inquiry - Sustaining ourselves and our clients</b> Anne Radford, UK		
<b>Development and familiarization of professional facilitation</b> Jolanta Marszewska, UK		
1100	1230	1330

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## Bringing 270 people to consensus - Creative & Innovative Session Design

Saturday, 19th September 2009 | Conference

The workshop leader facilitated a group of 270 managers and staff of Parks Canada to consensus around an action plan in support of the Agency's future vision for Visitor Experience. Through exploration of this real-life case study, participants will learn how to plan, structure, and deliver sessions that bring large groups to consensus.

### Session information

- 11.00–12.30
- Session leader: Tony Nash
- Inter-Connex Consulting Inc. (Canada)

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## The Facilitator's role in producing ethical outcomes

Saturday, 19th September 2009 | Conference

Recent events have shown that there is no shortage of creativity and innovation when it comes to making decisions concerning money-making. What appears to be lacking is an ethical framework in which to operate. Facilitators are often involved in helping groups make decisions. What happens when the group comes to a decision which is clearly unethical or where the group have not explored the likely results of their decision in ethical terms? What is the role of the facilitator? This session explores the differences between

### Session information

- 11.00–12.30
- Session leader: Karen Jackson
- Deva Partnership (UK)

values and ethics and how each affects the decision-making process, draws on the experience of the delegates in such situations and aims to conclude with a short code of ethics for facilitators.

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## The Facilitator as Coach

Saturday, 19th September 2009 | Conference

In today's increasingly stressful and resource-strapped organizational settings, facilitation that helps to make the most of what you have available is the order of the day. This interactive session offers you practical ways to get even greater benefit from the existing talents, abilities and knowledge in teams – by helping them to

### Session information

- 11.00–12.30
- Session leader: Todd Montgomery (Australia)
- Email: [toddmt@toddmontgomery.com.au](mailto:toddmt@toddmontgomery.com.au)
- Web: <http://tmconsultancy.blogspot.com>

help each other. Facilitated group coaching helps to embed coaching competence in the team and foster improved communication, and can be a highly effective component in culture change initiatives. Informed by the latest that neuroscience and brain research has to say

about human behaviour in organizations, this session incorporates the Integral Growth model to enhance your understanding of team learning and how to accommodate people's differing perspectives.

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## Developing Minds

Saturday, 19th September 2009 | Conference

Developing Minds is an introduction to Multiplicity and its implications for working with people one to one and in groups, as facilitators, coaches, mentors, leaders, bosses, or plain friends or parents or colleagues. With renowned author on the mind, Rita Carter, (Books: Mapping the Mind, Consciousness, and now Multiplicity, to name just a few see [www.ritacarter.co.uk](http://www.ritacarter.co.uk)) Next Step Associates is working on research proposals in relation to Multiplicity for Teamwork, Leadership and Creativity, seeking partners for collaboration globally. The core premise that we have Multiple Minds is not new. That it is healthy, can be developed further, and has 'implications for every people centred operation' is now firmly grounded in the latest neuroscience. Questions and answers will cover why

### Session information

- 11.00–12.30
- Session leader: Graham Rawlinson (UK)
- Tel: +44 (0)1403 871321
- Mob: +44 (0)7710307206
- Email: [graham@farmfreshexpress.co.uk](mailto:graham@farmfreshexpress.co.uk)
- Web: [www.newpossibilities.co.uk](http://www.newpossibilities.co.uk)

innovation hits brick walls, why people don't work even when you pay them, why you recruit the wrong people, and much more, including, if we have time, the meaning of original sin! The session, as has been true in the past, is designed to be fun, challenging, interactive and a talking point for back home on the ranch.'

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## Lessons from the Dog Whisperer

Saturday, 19th September 2009 | Conference

Cesar Millan shows how to handle dogs with behavioural problems and more importantly how the owners need to be the 'pack leader' and show proper leadership to their dogs. This session will take a sideways look at some of Cesar's principles and approach and show how these same principles can tell us something about groups and leadership and be applied in our role as facilitators. Cesar, for instance, talks about 'guarding the space' and ensuring that you are showing 'calm assertive leadership'. In the same way a facilitator needs to 'guard the

### Session information

- 11.00–12.30
- Session leader: Tony Mann (UK)
- Tel: +44(0)1274 829003 | Mob: +44(0)7957660722
- [tony.mann@resourcestrategicchange.com](mailto:tony.mann@resourcestrategicchange.com)

space' in the room and show calm assertive (process) leadership if the 'pack' is to work well together! We will take his guidelines and principles and some of his 'case studies and together explore what messages it has for us.

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## 'Enjoy Work' – Laughter Workshop

Saturday, 19th September 2009 | Conference

Do you work with groups or organisations that need a bit of creative thinking? Or even weight-loss for the mind? If so, this session's for you – it will show the research behind the physiological and psychological benefits and the impact of laughter on individuals and groups as well as a raft of laughter techniques.

### Session information

- 11.00–12.30
- Session leader: Joe Hoare (UK)
- Email: [joe@joehoare.co.uk](mailto:joe@joehoare.co.uk)

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## Facilitating Employeeship

Saturday, 19th September 2009 | Conference

Over the last few years, Scandinavia has been the testing ground for a simple and yet radical approach to transforming the way in which people interact in the workplace. The concept of 'Employeeship' literally turns 'upside down' traditional thinking about how organisations work. It's a process where the traditional thinking around leadership and subordination is abandoned. The traditional model is replaced by a mindset of partnership, a relationship where both managers and employees take ownership over their work situation. The approach thrives on skilful facilitation and

### Session information

- 11.00–12.30
- Session leader: Trevor Durnford (UK) & Malin Morén (Sweden)
- Tel: +44 (0)7966 753565
- [trevor@lorensbergs.se](mailto:trevor@lorensbergs.se)

this session will not only share the concept with participants but will also provide plenty of opportunities for the deep dialogues that are essential for Employeeship to be experienced.

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## How to sell your services

Saturday, 19th September 2009 | Conference

This session will help you to improve your chances of winning prospects and repeat business with accounts.

At the end of the session you will; Understand better how to increase revenue and to create a sales plan

### Session information

- 11.00–12.30
- Session leader: Phillip Foster (UK)
- Telephone: +44 (0)7711 627389
- Email: [philip.foster@btconnect.com](mailto:philip.foster@btconnect.com)

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## Stimulating co-creativity

Saturday, 19th September 2009 | Conference

Creativity in organisations is often seen as the art of being flexible or innovative in order to meet the requirements of the market. Looking at the word itself, creativity has a lot more potential than that. It means an ability to stay in touch with the 'core' elements of the organisational energy and of your engagement with the enterprise/organisation. Working co-creatively is being able to inspire one another to stay in touch with the creative source central to the core-business of the organisation. It is acting out of the sense of what you all do together. In Flanders, a club of managers have set up a research and development program about the improvement of co-creativity in Flemish companies and organisations. It consists of an instrument to measure the co-creative potentialities of organisations and to set up a

### Session information

- 11.00–12.30
- Session leader: Kristoff van Rossem (Belgium)
- Email: kristoff.van.rossem@telenet.be

diagnosis, a training program to improve co-creativity that is focussed upon the use of various kinds dialogue in conversational settings with as a central locus the use of Socratic dialogue. Finally it also contains a frame to re-orientate the future of the organisation. In this workshop, we will engage in a short Socratic dialogue about co-creativity and we will evaluate the process critically.

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## Decision Making in Health Care: The Challenge for Facilitators

Saturday, 19th September 2009 | Conference

The session is a “taster” for a successful one-day workshop design developed by the presenter in association with his colleagues at the University of Westminster. Participants will have the opportunity to engage with and reflect on the challenges of decision making in health care, whether it be the personal choices they make for themselves or with the families, or the choices facing society in the wider arena of health care delivery and health policy. The participant, upon completing the session, will be able to understand, in decision analytic and process terms, the nature and risks of health care choices. The experienced participant will be able to shape and adapt this new approach and workshop design to manage personal and

### Session information

- 11.00–12.30
- Session leader: Bill Mayon-White, (UK)
- Contromex Services Ltd
- Email: wmmw@compuserve.com
- Tel: 0778 769 3128

group health choices, and to facilitate discussions on this topic with their professional clients and with community and other groups. Understand better the challenges of facilitation in a field that is both deeply personal and emotively charged, and is of huge social, political and economic importance.

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## The Anatomy of a Facilitation

Saturday, 19th September 2009 | Conference

Imagine this scenario:

- You get a call from Washington.
- A group of 14 top education leaders needs to make recommendations to the Obama Administration to influence the United States education agenda.
- The leaders will meet for four hours to gain consensus on statements. AND
- Their recommendations will be announced in a press conference two hours after their meeting ends.
- You are asked to facilitate the session.

What will you do? What needs to happen when? How will you prepare? What process will you use? How will you get this powerful group to consensus in time? During this highly interactive session, the author of The

### Session information

- 13.30–17.00
- Session leader: Michael Wilkinson (USA)
- Tel: +1 770.454.1440, Mob: +44 (0)7906 055539
- E-Mail: MWilkinson@leadstrat.com
- Web: www.leadstrat.com

Secrets of Facilitation will put you in the driver's seat. You will work with your team to take on the same challenge his team faced. Along the way, you will be confronted with making decisions to overcome the unexpected, but real, issues that cropped up during the actual session.

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## The secrets of Visual Information Management

Saturday, 19th September 2009 | Conference

Participants will learn about the art of managing information visually in sessions they facilitate. The use of large visual displays has many benefits: supporting trust and respect in groups; helping to get clarity and prevent misunderstandings; sparking creativity through systems thinking in complex problems.

### Session information

- 13.30–17.00
- Session leader: Kevin Holligan (UK)
- Tel +44 (0)1628 471114
- E-Mail: katherine@meetingmagic.co.uk

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## METALOG training tools

Saturday, 19th September 2009 | Conference

2 Days at an off site venue to be arranged - The METALOG training tools are innovative learning projects to be used inside the seminar room as well as outdoors. Flexible to use, they fascinate participants by means of the genuine experience and the great effects they trigger. These tools for authentic learning allow any group to experience topics such as change, creative problem solving strategies, communication, coping with limited resources, teamwork, leadership, etc. first-hand during a seminar. They lay the best possible basis for

### Session information

- 13.30–17.00
- Session leaders: Tobias Voss (Germany)  
+49/9453999934
- Tel: +49/172559248887
- E-Mail: Tobias.Voss@metalog.de

truly lasting outcomes of processes of learning and change. developed an understanding of peer coaching in different cultures.

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## Making it simpler

Saturday, 19th September 2009 | Conference

This is a session on group process methods and facilitation skills that involve less input for better outcomes. Organisations now need even more impact from fewer people; but they want to achieve that through “leadership training” interventions that are cheap in the currencies of participant time and organisational budget. This session will enable you to find out how some practical collaborative inquiry methods have been used in UK health and vocational education sectors to do that, and is itself run as a collaborative inquiry. It aims to pool the experience and interests of those attending with

### Session information

- 13.30–17.00
- Session leaders: Tim Sims & Tracy Muir (UK)
- Tel: +44 (0)1490 420587
- Mob: +44 (0)7764 159892
- E-Mail: tim.sims@btinternet.com

measurable and qualitative data Tim Sims and Tracy Muir have gained from experimental innovation in leadership development for resilience and improvement.

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## From participation to True Engagement

Saturday, 19th September 2009 | Conference

Getting participation is relatively easy, but to get a group to live, breathe and really own the session and its outcome takes a little more. Pinpoint Facilitation is an easy, fun way to ensure we engage all learning and working intelligences (Gardner). Language is important of course, but many people operate better in other, or as well as, (preferred) modes. Get some ideas on how to develop effective memory triggers, effective creativity and smart processing to achieve your objectives.

### Session information

- 13.30–15.00
- Session leaders:  
Keith Warren Price & Bruce Rowling (UK)
- E-Mail: keith@pinpoint-facilitation.com
- Tel: +44 (0)1865 400777

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## Mainstreaming Diversity issues into training practice

Saturday, 19th September 2009 | Conference

Participants will leave with an increased awareness of diversity-related issues and their impact on training and facilitation practices. Upon finishing the session, participants will be able to better handle situations where diversity plays a significant role .

### Agenda:

- Power dynamics issues
- Responding to oppressive comments (i.e. racist, sexist, etc)
- Awareness of own biases
- Stereotyping and prejudice: early images and non-verbal messages

### Session information

- 13.30–15.00
- Session leaders: Sonsoles Morales (Spain), & Karima Zahi (Belgium)
- E-Mail: sonsoles.morales@gmail.com
- Tel: +34 646 076 080
- Web: www.sonsolesmorales.com
- E-Mail: k.zahi@profirmus.eu
- Tel: +32 485 392 271
- Web: www.profirmus.eu

## Partnerships that fly

Saturday, 19th September 2009 | Conference

Fighting partnership fatigue can be hard work. Facilitating in complex multi-agency and sector situations with increasing expectations and shrinking resources is seriously stretching for participants and facilitators alike. This interactive session shows how to use a range of facilitation techniques to energise and focus partnerships to think differently and use resources effectively. It draws on a nationally acclaimed UK programme called the “flight of the flamingos.” The programme taps into the energy and motivations of people working in public / private

### Session information

- 13.30–15.30
- Session leader: Dawn Reeves (UK)
- Tel: +44 (0)115 9623312
- Mob: +44(0)7803 600966
- E-Mail: dawn.reeves@inspiraconsulting.co.uk
- Web: www.inspiraconsulting.co.uk

and third sector partnerships in difficult times and delivering change on issues that are often in the “too difficult” box.

## An exploration of a topic that matters

Saturday, 19th September 2009 | Conference

The workshop is a highly experiential exploration of sustainable change using a high-energy engendering interactive dialogue process (Dialogics from the Generative Change Community) to generate a strong bow-wave for change in perceptions and shared understanding among communities and organisations of high diversity – maximising a stance of agility and pro-activity.

Participants will derive learning and insights from reflections on both the content dialogue and the processes used, and will have gained exposure to and discussed large and small group processes.

Most people (and many facilitators) see deep diversity within community and organisations as barriers and boundaries to creative engagement – and within facilitation of groups as hurdles to gaining meaningful outcomes.

The session’s approach’s and frameworks (used by the Generative Change Community world wide) looks to harness the energies of diversity to ride the bow waves of change when

### Session information

- 13.30–15.30
- Session leader: Tom Schwarz (Australia)
- Tel: +61 2 9363 4963
- Fax: +61 2 9363 4921
- E-Mail: tom.schwarz@kinnogene.com.au

surfacing these boundaries and reframing them to encourage a high intensity emotional engagement. This enriches, deepens and fast-tracks the group’s dynamics and sharing - yielding deep, fresh insights and true perceptual shifts – while building respectful relationships for the longer term.

For many the outcome is to cause a ripple and flow experience of their perception of their views and stance regarding deep issues such differences and change – and how they then work with these in community, organisations and life in general for creative and innovative outcomes.

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## Web 2.0 Mash-Up for Facilitators & Facilitation

Saturday, 19th September 2009 | Conference

One of the key reasons groups engage facilitators is to help them with reflective practice, and to tap into their learning, creativity, and collective knowledge whether to tackle a challenge, develop new ideas, or move the group in one direction or another. What can the new Web2.0 tools provide facilitators to support and amplify their own or their client groups' work? And how are they being used in interesting and innovative ways - whether it's through blogging, using wiki's, community Nings, Twitter, and more. Because these tools are for the most part free, they are also interesting economical ways to add functionality and interaction at very low/no cost

### Session information

- 13.30–15.30
- Session leaders:  
Gillian Martin Mehers (Switzerland)
- E-Mail: [gillian@mehers.com](mailto:gillian@mehers.com)

to your facilitation work. Come to share your experience experimenting with Web2.0 tools, great ideas and curiosity around the two sides to these tools - how they advance the larger community of practice on facilitation, and how they can be used in facilitation itself.

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## Building Resilience

Saturday, 19th September 2009 | Conference

Circleindigo have recently sponsored two research projects through the Business Psychology MSc programme at the University of Westminster, London on understanding what makes individuals and teams resilient during turbulent times.

This session will outline the findings and conclusions from this timely and highly relevant research and use this output to look at identifying ways in which to help build

### Session information

- 15.30–17.00
- Session leader: Gary Austin, Circleindigo (UK)
- E-Mail: [gary.austin@circleindigo.com](mailto:gary.austin@circleindigo.com)
- Office: +44 (0) 1279 723 283
- Mobile: +44 (0) 7788 106 517

resilience in individuals and teams in the workplace through facilitated interventions.

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## Deepening Facilitation Impact

Saturday, 19th September 2009 | Conference

The Clover Practice™ can help anyone experience less stress and stay more emotionally healthy at work. This practice will also help facilitators be even more effective in working with groups. Individuals can be creative and innovative only if they can trust their facilitator. The Clover Practice™ provides a guide for establishing trust and dealing with stressful and difficult facilitation situations. This practice consists of three principles:

- Tell the Truth, Always
- Speak for Yourself
- Declare your interdependence

These principles are simple, but not easy. Yet some of the most effective facilitator techniques reflect The Clover Practice™ in action. Learn how to strengthen your own

### Session information

- 15.30–17.00
- Session leader: Kathleen Paris (USA)
- Tel: +1 608-445-1085 | Fax: +1 608-833-5784
- E-Mail: kparis@station1.biz
- www.kathleenparis.com

consulting and facilitation skills through mindful application of this practice. The Clover Practice™ is taken from *Staying Healthy in Sick Organizations: The Clover Practice™* (BookSurge 2008) which is the featured “Book of the Month” for business on bookreview.com. Dr. Paris says, “We don’t have to wait for other people or ‘the system’ to change to have healthier work lives ourselves.

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## Presence in Facilitation

Saturday, 19th September 2009 | Conference

‘Presence in Facilitation’ is an exploration on the energy-perspective of group dynamic’s. Connecting to, and making use of this energy in the facilitation process gives the facilitator extra instruments to play with. What’s it all about? Michelangelo – when asked how he made his statues – stated that he was only making free the image that was already inside the marble block. And it focuses on ‘making free what’s inside’

In this context I believe that human creativity is maybe one of the greatest life giving forces in the universe. Although long suppressed and controlled by social conditioning and all kinds of belief systems, right now it’s on a revival tour, bringing people in contact with their inner core and (re) connecting them to their authentic self’s. But

### Session information

- 16.00–18.00
- Session leader: Arthur Lourijzen (The Netherlands)
- Tel. +31 6 30 20 71 21
- E-Mail: Lourijzen@aidos-consultancy.nl
- Web: www.aidos-consultancy.nl

– when made free – how do we manage all these creative forces coming together in a creative process?

‘Presence in Facilitation’ is about being present in the ‘now’-moment, fully aware of and comfortable with ‘all that is’. It tunes in on the energy in a facilitation process, team or organization, and gives us concepts and

tools to work with, to help freeing and focussing what's inside. We explore the possibility's of working in cooperation with these forces of nature.

With this intensive I will introduce innovative concepts and cutting edge techniques - like reading group dynamics, mindfulness, presence and 'flow' - and how they can con-

tribute to and be made useful in instruments for more fundamental change. I will introduce some theory, but it's certainly not about mental models. The heart of this workshop is going through the experience yourself as well, and making contact with it's richness from the inside out - that is my aim.

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## Real action learning

Saturday, 19th September 2009 | Conference

A workshop to explore:

- why real action learning is in demand in the current climate
- how action learning offers value for money and complements a wide range of OD interventions
- what works and what doesn't in delivering a high quality product
- accreditation options
- new developments – virtual action learning

### Session information

- 16.00–18.00
- Session leader: Ruth Cook
- E-Mail: [ruth.cook@actionlearningassociates.co.uk](mailto:ruth.cook@actionlearningassociates.co.uk)
- [www.actionlearningassociates.co.uk](http://www.actionlearningassociates.co.uk)
- Tel +44 (0)207 4071971

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## Insights into Facilitation

Saturday, 19th September 2009 | Conference

This session will consider how facilitation is shaped by the behavioural dynamics within a group. It is known that the sharing of information is prone to cognitive biasing through the influence of factors such as limited short term memory and specific information processing and retrieval operations. Counter measures have been developed which allow these limitations to be worked with. However, while these biases are considered fundamental to all individuals, this session will also demonstrate how personality differences can amplify the effects of these common biases in ways which undermine the quality of information resulting in poor outcomes for the group. Information can be rejected pre-

### Session information

- 16.00–18.00
- Session leader: Ayleen Wisudha
- E-mail: [A.Wisudha@westminster.ac.uk](mailto:A.Wisudha@westminster.ac.uk)

maturely, distorted and misunderstood to such an extent that even the most professional teams underperform.

Accordingly, using the Insights™ system of personal preference, this session will show facilitators how to both identify and counter interpersonal sources of information mismatch. The system also promotes ways in which to build on the potential diversity of opinion and expertise available.

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## So what's all this interweb stuff then?

Saturday, 19th September 2009 | Conference

Are you getting a return on investment from your web site and other e-marketing processes? Having spent the last 15 years 'doing it' at the sharp end of big business for GlaxoSmithkline, Churchill, Directline and Natwest, internet guru and jargon free IT professional Matt Purser will take you through the many minefields that await you as you embark on selling yourselves online – only in language you understand!

### Session information

- 17.00–18.00
- Session leader: Matthew Purser (UK)
- Tel: +44 0845 680 9864
- E-Mail: matt@edgeward.co.uk
- Web: www.edgeward.co.uk

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## 20 inspiring tips and tools

Saturday, 19th September 2009 | Conference

A fast-moving interactive array of tips and tools to inspire facilitators of meetings, workshops and trainings.

### Session information

- 17.00–18.00
- Session leader: Paul Z Jackson (UK)
- E-Mail: paul@impro.org.uk
- Web: www.impro.org.uk
- Tel: +44 (0)7973 953586

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## Reading people

Sunday, 20th September 2009 | Conference

This session draws upon an ancient system of knowledge taught purely by oral transmission. The stream can be traced in the works of the early Greeks, cathedral masons and Shakespeare.

It embodies the Hermetic principle "As above so below" - the microcosm reflects the macrocosm.

The system was only written down in the 1950's and is known by only a few hundred people in the UK. Experienced practitioners can read a person at a deep level from across

### Session information

- 11.00–12.30
- Session leader: John Cremer (UK)
- Mob: 07746 830919
- creative@johncremer.co.uk
- www.johncremer.co.uk

a room in seconds.

Applying the knowledge to one's self requires a lifetime.

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## Studying group processes

Saturday, 19th September 2009 | Conference

The session aims to address the study of group processes; to present different methodological options for such study and discuss pros and cons of different methodological designs.

### Session information

- 17.00–18.00
- Session leader: Ellen-Marie Forsberg (Norway)
- Telephone: +47 9706 1971
- Email: ellen-marie.forsberg@afi-wri.no

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## Improvisation Skills for Facilitators

Saturday, 19th September 2009 | Conference

Learn the skills that improvisers use to respond creatively to changing situations without preparation. We will work onstage applying deceptively simple techniques to increasing complex situations suggested by participants. Extremely interactive and utterly hilarious session with some profound personal learning. There will be no script, props or safety net used and the resulting sense of in-

### Session information

- 17.00–18.00
- Session leader: John Cremer (UK)
- Mob: 07746 830919
- E-mail: creative@johncremer.co.uk
- Web: www.johncremer.co.uk

spired creativity is highly addictive!

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## Facilitating partnerships

Saturday, 19th September 2009 | Conference

More and more organisations, particularly in the public sector are working in partnership but this often brings challenges for the facilitator? Who is the client, who makes decisions and how, who can authorise resources and who owns the outcomes etc.. Emma has a wealth of experience in working with partnerships both in the public and private sector and brings her whole systems approach into this session. A nationally renowned systems thinker Emma also brings practical experience into the mix having worked with large corporates. She is a Professional facilitator with a skill for overcoming the "middle manager resistance" common to change pro-

### Session information

- 17.00–18.00
- Session leader: Emma Langman

grammes. Able to work at all levels in an organisation she is becoming more and more engaged in work that increases the efficiency and performance of organisations whose main goal is to improve the lives of fellow citizens (e.g. Third Sector, Public Sector, Engineering etc).

## Honouring Uniqueness: An introduction to meta programmes

Saturday, 19th September 2009 | Conference

One of the core attributes of a good facilitator is to ensure that everyone gets a chance to hear and be heard. Much of our skill, focus and energy goes into making this happen. We work hard to ask questions that open people up and respond appropriately to the answers we receive. However, there is a problem. Research clearly shows that we all view the world around us from a different viewpoint, paying attention to and ignoring different things. This means that every question we ask, every answer we hear, everything we notice has gone through our unique set of filters. And this effect is multiplied by the fact that it's happening for everyone else too.

A study of Meta-Programmes provides a

### Session information

- 17.00–18.00
- Session leader: Justin Collinge (UK)
- E-Mail: [directors@kaizen-training.com](mailto:directors@kaizen-training.com)
- [www.kaizen-training.com](http://www.kaizen-training.com),
- Tel: +44(0)1923 262278

model to examine these different filters. They allow you to understand the distinctive way you shape the world, making plain what filters you use. Having made these filters clear they can also give you the ability to flex out of your habitual style and include everyone else by using language that suits their set of filters. **Very literally it enables you to speak everyone else's language.**

## Inspiring Change

Sunday, 20th September 2009 | Conference

Our mind works largely by metaphor and comparison, not always (or often) by relentless logic. When we are caught in conceptual traps, the best exit is often a change in metaphor “

Stephen Jay Gould in "Glow, Big Glowworm", in *Bully for Brontosaurus* (1991) p. 264

This workshop will introduce a process for working with metaphors that enables groups to find the best exit out of the traps they get stuck in and by changing their dominant metaphor make profound change easily and enjoyably. It enables facilitators to help groups deal with deep seated issues and challenges and maintain their neutrality and impartiality.

This workshop will enable participants to

### Session information

- 09.00–10.30
- Session leaders:
- Carol Sheriff & Simon Wilson (UK)
- Tel: +44 (0)1707 883881
- E-Mail: [simon.wilson@wilsonsherriff.com](mailto:simon.wilson@wilsonsherriff.com)

experience and have a chance to facilitate a process for working with metaphor that can be used as a large group process or in smaller team events. It includes new material brought together since Carol and Simon published their five step metaphor process in the IAF handbook *Creating a culture of collaboration*. This workshop is highly interactive, useful and fun!

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## Can we see into the Future?

Sunday, 20th September 2009 | Conference

We can certainly identify the drivers of change. Whether we acknowledge them is another thing! A recent radio programme asked if anyone had foreseen the financial meltdown. Several listeners volunteered names of people who had. In particular one University Professor had written a book about the dangers of the financial markets. However, it wasn't so much that people didn't know about the situation, rather they didn't choose to 'listen' or take note. There was corporate deafness and blindness. This session will illustrate an approach to help organisations look ahead and identify key drivers which could affect their organi-

### Session information

- 09.00–1030
- Session leader: Tony Mann (UK)
- Tel: +44 (0)1274 829003
- Mob: +44 (0)7957660722
- E-Mail: [tony.mann@resourcestrategicchange.com](mailto:tony.mann@resourcestrategicchange.com)

sation's strategy and values. It will also illustrate how to test whether an organisation is aligned to the key drivers and explore how to help an organisation face the challenges bravely and with confidence.

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## Unity with Diversity

Sunday, 20th September 2009 | Conference

"No problem can be solved from the same level of consciousness that created it." (Einstein)

This highly interactive and holistically focused Workshop is especially designed for gaining new insights, learning by experiencing and immediate application –of how cross cultural co-facilitation supports transformation.

Transform our challenged 'system' from one level to the next level by understanding that unity is built of millions of diverse bits and pieces - like our planet, our nation and our body – the miracle AND's of integration that unite differentiation.

Explore the stance of 'life as interconnected and complex diversity in action – discover why 'walking the talk' for cross cultural acting needs cross cultural co-facilitation.

Getting inspired – by hands on practice, latest

### Session information

- 09.00–10.30
- Session leaders:**
- Tom Schwarz – Australia
- Tel: +61 2 9363 4963
- Fax: +61 2 9363 4921
- [tom.schwarz@kinnogene.com.au](mailto:tom.schwarz@kinnogene.com.au)
- Annette Moench – Germany
- Tel: +49 (0)89 54611375
- [annette@moench-networks.com](mailto:annette@moench-networks.com)
- [www.moench-networks.com](http://www.moench-networks.com)

knowledge (e.g. Integral Model), creativity and innovation (e.g. the cultural map), personal and team experiences and case studies, cross-cultural networking, learning by observing, experiencing and reflecting.

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## Enhance your online facilitation with storytelling

Sunday, 20th September 2009 | Conference

Throughout history, story has been a powerful and effective way to build relationships within groups of people. Facilitators know the power that story can bring to the workshops and group sessions they lead. This conference session will present some of the key findings from research conducted by a group of eighteen IAF facilitators into the use of storytelling to facilitate relationship building within online groups. The session will cover the use of storytelling within a variety of media, including: email; telephone, video and

### Session information

- 09.00–10.30
- Session leader: Stephen Thorpe, New Zealand

web conferencing; instant messaging; discussion forums; blogging; Second Life and the use of online surveys. Some of the best practical processes and techniques developed by the research group will be shared and discussed in this interactive workshop as well as implications for online facilitation practice.

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## Don't make me angry

Sunday, 20th September 2009 | Conference

The title of this session was a stock phrase on The Incredible Hulk television series, starring Bill Bixby - David Banner (Bruce Banner in the comic book series), mild mannered nuclear scientist who would use these words when bothered by peers or the sneaky reporter trying to solve the mystery of David Banner's disappearance and the Hulk. But can someone make you angry or upset, etc. or do we have a choice? This workshop will enable participants to explore their reactions to situations and behaviours and provide some ways of accepting and working with the

### Session information

- 09.00–10.30
- Session leader: Gary Purser (UK)
- Tel: +44 (0)1727-768102
- Skype: garyfacilitate4change
- E-Mail: gary@facilitate4change.com
- www.facilitate4change.com

enormous responsibility that comes with being human.

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## Games that teach: A collection of tried and tested activities

Sunday, 20th September 2009 | Conference

Participants will experience first-hand a number of interactive games used by the session leader in her professional practice. All of them cover a broad range of topics –from team development to effective communications- and are highly customizable to fit your own needs (past audiences have included Army officials, NGO workers and volunteers, entrepreneurs, senior level executives from multinational corporations and many others...).

Session will be 100% practical and focused on offering new tools to enhance your facilitation practice.

### Session information

- 09.00–10.30
- Session leaders: Sonsoles Morales (Spain), & Karima Zahi (Belgium)
- E-Mail: [sonsoles.morales@gmail.com](mailto:sonsoles.morales@gmail.com)
- Tel: +34 646 076 080
- Web: [www.sonsolesmorales.com](http://www.sonsolesmorales.com)
- E-Mail: [k.zahi@profiramus.eu](mailto:k.zahi@profiramus.eu)
- Tel: +32 485 392 271
- Web: [www.profiramus.eu](http://www.profiramus.eu)

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## Developing a strategic war room through facilitation

Sunday, 20th September 2009 | Conference

To act agile on trends and events the tools and techniques needs to be fast to conduct, applicable on all levels/units in parallel to save lead-time and all method steps need to interrelate seamlessly to achieve desired outcome. In this session you will practice some of tools and techniques on how to use the collective intelligence of the management team to set direction and goals for an organisation. This approach is applicable to all organisations in terms of size, type, level and

### Session information

- 09.00–10.30
- Session leader: Krister Forsberg (Sweden)
- Tel: +46 8 767 4670
- E-mail: [mail@kristerforsberg.com](mailto:mail@kristerforsberg.com)

management systems. Read more here <http://www.kristerforsberg.com/mbl/mblenglish.html>

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## Graphic Facilitation

Sunday, 20th September 2009 | Conference

Graphic facilitation is the art of capturing key thoughts and insights using words and images together. Working in this way encourages creativity and engages people in discussions who might otherwise be excluded. This workshop will explore the benefits of using Graphic Facilitation and how it can enhance participants' own practice. Graphic Facilitation is a practical discipline and so this will be a practical session. Participants will learn to draw people in a variety of poses, simply and with step-by-step instructions. No artistic talent required!

### Session information

- 09.00–10.30
- Session leader: Charlie McAllister (UK)
- Tel: +44 (0)121 430 3726
- Mob: +44 (0)7906 055539
- E-mail: [charlie@newpossibilities.co.uk](mailto:charlie@newpossibilities.co.uk)
- Web: [www.newpossibilities.co.uk](http://www.newpossibilities.co.uk)

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## Identify and deliver on your personal brand

Sunday, 20th September 2009 | Conference

In today's increasingly stressful and resource-strapped organizational settings, facilitation that helps to make the most of what you have available is the order of the day. This interactive session offers you practical ways to get even greater benefit from the existing talents, abilities and knowledge in teams – by helping them to help each other. Facilitated group coaching helps to embed coaching competence in the team and foster improved communication, and can be a highly effective component in culture change initiatives. Informed by the latest that neuroscience and brain research has to say about human behaviour in organizations, this session incorporates the Integral Growth model to enhance

### Session information

- 09.00–10.30
- Session leader: Todd Montgomery (Australia)
- AUS mobile: +61 (0)431 989 434
- UK mobile: +44 (0)7503 517 154
- HKG mobile: +852 6808 3490
- SNG mobile: +65 8426 8567
- Skype: ktoddmontgomery
- E-Mail: [toddm@toddmontgomery.com.au](mailto:toddm@toddmontgomery.com.au)
- Web: <http://tmconsultancy.blogspot.com/>

your understanding of team learning and how to accommodate people's differing perspectives.

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## Moving from a 'Deficit' to an 'Asset based' approach to development-the principles of ABCD.

Sunday, 20th September 2009 | Conference

Asset-based community development is an approach pioneered by John McKnight and John Kretzmann of the ABCD Institute at Northwestern University in Chicago; the results of their work now span the world. The traditional approach to community development is to focus on a community's needs and to try to address those deficiencies with outside experts and resources, a scenario that leads to greater dependency and is not sustainable. The ABCD approach genuinely empowers citizens and strengthens the effectiveness of government and other agencies by drawing on the resources, abilities and insights of local residents to solve their own

### Session information

- 09.00–10.30
- Session leader: Cormac Russell (IE)
- Tel: + 353 1 260 4743
- cormac@nurtureddevelopment.ie

problems. Outside assistance is still needed, but genuine community development must be citizen-led with external resources acting in a support role.

This workshop will be delivered by Cormac Russell, a faculty member of the ABCD Institute

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## Language Secrets: Focussing on your language for a change

Sunday, 20th September 2009 | Conference

How do certain facilitators, leaders or change catalysts manage to guide groups to outstanding outcomes, while others fail to create even initial engagement? Of course, you'll know there are several key skills in their repertoire, not least of which is the way in which they use their words to connect, inspire and influence groups to great work. This practical 90-minute workshop isn't for those who desire 'magical stock phrases' to roll out at people; there are no silver bullets (well, there is one...).

It is for those of you curious & playful enough to investigate some of the deeper structures of language, which affect the way groups process, behave and perform. During the workshop we'll experiment with:

- Structuring your opening messages me-

### Session information

- 11.00–12.30
- Session leader: Haider Imam, UK
- E-Mail: directors@kaizen-training.com
- Web: www.kaizen-training.com
- Tel: +44(0)1923 262278

thodically and elegantly to connect, engage and set expectations for a group, instantly

- Harvard's turn of this century research on the effect language (and specifically, stereotyping) has on group physiology and performance
- Frames and presuppositions: what are they and how do you use them or abuse them right now?

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## Generating a quantum shift in group consciousness

Sunday, 20th September 2009 | Conference

Leading edge for 21st century facilitators is in enabling groups to address urgent environmental, social and economic issues. A fruitful approach to addressing these complex issues is by facilitating groups to shift levels, expand group consciousness and access new intelligence pathways.

This workshop explores and practices accessing latent human capacities, connecting energetically with our environment, expanding group consciousness and unleashing collective intelligence. Research sources include

### Session information

- 11.00–12.30
- Session leader: Dr Dale Hunter
- Postal Address: 119 Mt Eden Road, Auckland, 1024. New Zealand
- Telephone: +64 963 87326
- Email: dale@zenergyglobal.com

Peter Senge & Otto Scharmer's Presencing, Ervin Laszlo's Akashic Field, Tom Malone & Tom Atlee's Collective Intelligence.

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## Using ToP Facilitation methods in an Intergenerational setting

Sunday, 20th September 2009 | Conference

The technology of participation developed by ICA over the past 40 years, has been tested in many settings. This session will demonstrate some of the key approaches with this set of methods and will explore recent learning from using the methods with young people and older people working together, such as the Feminist Webs project (chosen as one of the National Youth Agencies Intergenera-

### Session information

- 11.00–12.30
- Session leader: Amelia Lee (UK)
- Tel: +44 (0)845 450 0305
- E-mail: Amelia@ica-uk.org.uk

tional Pilot Projects) and the Young Community Leaders project.

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## Stressless Living

Sunday, 20th September 2009 | Conference

Don't let the recession lead to depression! Working with groups can be stressful so come along and learn how laughing can help you be a better facilitator. Stressless Living combines ancient wisdom with a contemporary twist to help you cope with the stresses of modern life. Connecting with positive energy you will learn to take life and yourself, a little more lightly.

Stressless Living incorporates Julie's wealth of experience in yoga, positive psychology and laughter facilitation. Developing an awareness of how your mind affects your

### Session information

- 11.00–12.30
- Session leader: Julie Whitehead (UK)
- Mob: +44 (0)7973 164 369
- E-mail: jools.whitehead@btinternet.com

body and therefore your health and wellbeing you will breathe to energise and calm your self, stretch and laugh to relax physical muscles and experience positive visualisations to bring the desired outcome closer to reality.

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## The secret life of groups

Sunday, 20th September 2009 | Conference

This session offers experienced facilitators new insight into the sophisticated and largely non-conscious feedback constantly happening between people in groups, and a new perspective from which to craft interventions that foster emotional intelligence and encourage the skilful exercise of leadership. It sheds light on non-verbal, non-rational communication processes in groups which link with neuro-scientific discoveries that our brains are built to connect with the minds of others. The session will also draw on research findings about the factors promoting facilitator confidence and skill.

Christine Thornton is a group analyst and executive coach/facilitator with 20+ years' experience, and has recently conducted action

### Session information

- 11.00–230
- Session leader: Christine Thornton (UK)
- Tel: +44 01962 620572
- E-Mail: thorntonco@ntlworld.com

research into the group factors contributing to facilitator confidence and skill. Christine's forthcoming book *Group & Team Coaching* [Routledge, early 2010] is thought to be the first book in its field. She is author of *Managing to Advise*, *Managing people*, *Creative Equality* and several other books and papers. To learn more about Christine's approach and experience, and for free downloads, visit [www.thorntonconsulting.org](http://www.thorntonconsulting.org)

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## Appreciative Inquiry - Sustaining ourselves and our clients

Sunday, 20th September 2009 | Conference

As organisations change quickly, assumptions, practices and processes about how to be effective are changing.

The role of the consultant/ facilitator/ practitioner has also been changing. It is more about 'working with' than 'working for', and it is even more about doing the real work in the room.

Is the practitioner role likely to change even more as more organisations want to handle change practice and processes more themselves? And if so, what does this mean for internal and external change practitioners?

### Session information

- 11.00–12.30
- Session leader: Anne Radford (UK)
- Tel: +44 (0)20 7633 9630
- [anne@aradford.co.uk](mailto:anne@aradford.co.uk)

This session will use the Appreciative Inquiry approach to highlight these changes and draw on the wisdom in the room to see how practitioners are and could work with organizations in this climate.

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## Moving from a 'Deficit' to an 'Asset based' approach to development-the principles of ABCD.

Sunday, 20th September 2009 | Conference

Asset-based community development is an approach pioneered by John McKnight and John Kretzmann of the ABCD Institute at Northwestern University in Chicago; the results of their work now span the world. The traditional approach to community development is to focus on a community's needs and to try to address those deficiencies with outside experts and resources, a scenario that leads to greater dependency and is not sustainable. The ABCD approach genuinely empowers citizens and strengthens the effectiveness of government and other agencies by drawing on the resources, abilities and insights of local residents to solve their own

### Session information

- 09.00–10.30
- Session leader: Cormac Russell (IE)
- Tel: + 353 1 260 4743
- [cormac@nurturedevelopment.ie](mailto:cormac@nurturedevelopment.ie)

problems. Outside assistance is still needed, but genuine community development must be citizen-led with external resources acting in a support role.

This workshop will be delivered by Cormac Russell, a faculty member of the ABCD Institute

# Development and familiarization of professional facilitation?

Sunday, 20th September 2009 | Conference

Our world is changing very fast and we still need new technologies, new ways of creating knowledge and new approaches to our work as facilitators. Even an experienced facilitator or manager could find themselves standing before groups whose dynamics are going out of control - everyone wants to express an opinion, ideas are flying at high speed, emotions are high and some people are shutting down while others are far too talkative. Wouldn't it be great to have the tools that allow you to regain control and confidently lead the group to effective results?

Jolanta Marszewska, Change Facilitator in ZMIANA.pl, in her 90-min workshop, will show you in practice how it is possible, presenting a kind of e-facilitator – system FACIL.

FACIL is helping the facilitator to discipline the group and speed up the work at the same time - everyone becomes fully engaged in the process and inspired immediately by others ideas, everyone has a feeling of being heard and could talk all the time not disturbing others.

## Session information

- 11.00–12.30
- Session leader: Jolanta Marszewska (PI)
- Tel: +48 22 667 76 18 jolanta.marszewska@zmiana.pl

We will experience how it is possible working on the subject which is our common interest, especially if we think of European countries new to EU – how can we continue to support development and familiarization of professional facilitation?

The participant, upon finishing the session, will be able to:

- see and understand different perspective on the workshop subject
- Be inspired by new ideas in the field of facilitation business
- Find new opportunities for starting some additional actions individually and in teams