

GFSC News March, 2010

What's Inside

- ◀ GFSC Workshop in Dominican Republic
- ◀ Advisory Council Grows, Welcome Sybil!
- ◀ GFSC at North American IAF Conference April 20-23
- ◀ NCCDD Confab on Haiti
- ◀ ASQ-IAF Basic Facilitation Primer, Now Available in GFSC Library

GFSC DCI Workshop in Dominican Republic



Parcia Sansary, former GFSC Board member, facilitated a GFSC Disaster & Crisis Intervention (DCI) workshop in the Dominican Republic for the employees of the APEC University who will be working in Haiti in the reconstruction process.

After the workshop, Parcia received this note from one Haitian participant:

I wanted to thank you for bringing a ray of light to the darkness that fell upon my family on 12 January 2010. Your thoughts and gifts make a big difference in my life. There will never be enough words to describe our emotions.

We greatly appreciate [Parcia's] insights and efforts. They crystallized in great and unconditional generosity. I know there are many Dominicans who have shared their anonymous sympathy for my people. On their behalf, I assure you that we are infinitely grateful.

Yet, beyond the gifts we received [through the workshop] the pain in our hearts will forever cause our tears to flow for the destiny of our people.

With all my heart, thank you. Magda

GFSC Advisory Council Grows... Welcome, Sybil!

Sybil Stershic is a nationally known marketing & organizational advisor and leading authority on engaging employees through internal marketing. She is the author of *Taking Care of the People Who Matter Most: A Guide to Employee-Customer Care* and the Quality Service Marketing blog.



She founded Quality Service Marketing in 1988 to provide internal marketing, customer-focused marketing training, and mission-focused strategic planning to clients in service-based industries. Active in leadership and professional development, Sybil is a former Chairman of the American Marketing Association (AMA) and served on a U.S. Census Bureau Advisory Committee. In addition to serving on the GFSC Advisory Council, she is a member of BoardSource and the International Association of Facilitators.

"Since I first learned about GFSC, I've been impressed with the work its dedicated volunteers do to enable communities to help themselves in the wake of crises or change. I feel strongly about GFSC's mission and am honored to serve on its Advisory Council."



IAFNA 2010

GFSC is excited about attending the North American Region of the **International Association of Facilitators** conference in Chicago, IL, April 20–23, 2010. Please be sure to stop by our booth and say, "Hello."

The conference theme is "Collaboration in Action" and will provide opportunities to see real facilitators in action, and learn from leaders in the field of facilitation and collaboration. For more information go to <http://www.iafna2010.com/>.

Chile: GFSC is in process of contacting colleagues and communities to find out what is needed most at this time. We will keep you posted...

Support GFSC's work with communities affected by crisis

[Here is my donation!](http://globalfacilitators.org/donation.html)
<http://globalfacilitators.org/donation.html>

GFSC is a 501c3 organization,
 wholly supported by friends like you.
 Donations are tax-deductible in USA.



NCDD Confab on Haiti

NCDD invited GFSC to participate in an "NCDD Confab" call on the role of dialogue & deliberation practitioners and organizations in Haiti, and in disaster recovery in general. John Engle, co-founder of [Haiti Partners](#) and BJ Diamond of GFSC were the featured guests; conversation was facilitated by [Larry Schooler](#), who oversees community engagement, public input, and conflict resolution projects for the City of Austin.

John Engle spoke about his work fostering participatory leadership and discussion-based education in Haiti before and since the hurricane (see <http://www.haitipartners.org/the-blog/> documenting John and other Haiti Partners' efforts in Haiti since the disaster.). BJ talked about the materials GFSC offers to people and communities in need, as well as our resources and projects helping communities deal with crisis.

This call was part of a new series of "NCDD Confab Calls" to explore dialogue & deliberation's role in current issues, learn about exciting projects and interesting methods from fellow NCDD members. For more information, visit the NCDD website, www.thataway.org.

2010 GFSC Board

President:	Lenny Diamond
Vice President:	Tim Karpoff
Secretary-Treasurer:	Marieann Shovlin
Executive Director:	BJ Diamond

Visit us: <http://globalfacilitators.org>

Recent Additions to GFSC Library

[Basic Facilitation Skills](#)

International Association of Facilitators (IAF) and the American Society for Quality (ASQ) collaboratively created this basic guide for those who are sometimes called upon to facilitate meetings, teams, groups and for beginning facilitators.

[Vicarious Trauma: Bearing the Pain of Others in a Disaster](#)

How to help people affected by Vicarious Trauma

[Bearing the Pain of Others: How to Help the Helpers](#)

Practical suggestions for recognizing and taking care of yourself and others in helping roles

[Working With Groups After A Crisis](#)

Sharing, Processing, Learning. Suggestions for working with people under stress, several weeks after initial rescue/recovery, when the shock and initial reactions wear off and the emotional impact and overwhelming long-term effects begin to sink in.

[Bad Things Happen to Good People](#)

what is important when coping with the painful, but normal, necessary feelings that are part of every crisis and loss.

For more free resources and materials, visit the [GFSC Library](#).

[<http://globalfacilitators.org/VirtLib/VirtLib.htm>]



Gratitude/Gracias

Our continuing thanks to

Ximena Combariza for translating our newsletter from English to Spanish

Peggy Bushee Services for administrative support

Kiosk/Hot Conference for web hosting services,

<http://www.hotconference.com/GFSC/partners1.php>

Slingshot Media, <http://www.listcast.com> for our newsletter distribution and email list service

GFSC Advisory Council for their patience, expertise, advice and caring.



*Global Facilitator Service Corps...
 helping people build resilient,
 self-reliant communities*