

April Newsletter

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Baltimore, MD 12-13 June 2006

Oakland CA 7-8 August 2006

Sign up for Baltimore at the GFSC website

Mentored Pathways – Continuing Evolution

We've updated and streamlined the process

Thanks to our Volunteers

GFSC News from Latin America

Disaster & Crisis Intervention Facilitation Workshop at 1st Colombian Facilitator Conference Pereira, Colombia

In March 2006, Parcia SansaryGómez, GFSC Latin America Coordinator and Ximena Combariza, Coordinator GFSC Network of Bogotá facilitated a DCI workshop for 12 professionals working with various aspects of psycho-social intervention with: crisis situations, student well-being, staff of the City of Pereira Mayor's office, as well as students and professionals with experience in community development. Many were invited by the Education Department of the Technological University of Pereira.

The workshop design was based on the DCI workshop developed and facilitated by Lenny Diamond and Gil Brenson-Lazan for experienced facilitators. We made some adjustments in content and exercises to contextualize for the level of the participating group. We maintained the methodology of constructive participation,

(Pereira continued on page 3)

28 Factors for Successful Community Building

by Vince Hyman,
Publishing Director, Fieldstone Alliance

Vince Hyman lists characteristics of successful community building. Following are excerpts from Vince's article in a recent issue of Booknews.

MANY OF US are involved in community-based organizations—either as staff and leaders, as consultants, or on boards. We may describe ourselves as community builders. But what do we mean by that? What are we doing when we "build community?" What are we talking about when we say we want to "improve community capacity?" Community builders may think those answers are obvious, but they are not.

Several years ago, we commissioned the Wilder Research Center to delve into the studies on community building. They found 28 factors that influenced the success of any community building effort. Those factors are the focus of this issue of *Tools You Can Use*, which is excerpted and adapted from our book, *Community Building: What Makes It Work*.

Some Definitions

The terms used by community builders are often subject to varied interpretation. While the report includes many definitions, I'm highlighting three that get used frequently: community, community building, and community capacity building.

Community

People use the term *community* in a variety of ways, ranging from "the downtown community" to the "GLBT community," the "faith community," the Hispanic community," and "the medical community." These various uses emphasize geography, socio-politics, spirituality, ethnicity, and profession.

After researching a number of possible definitions, Wilder researchers purposely limited the definition to a specific type of community:

People who live within a geographically defined area and who have social and psychological ties with each other and with the place where they live.

(28 Factors cont'd on page 2)

28 Factors continued

This definition requires both geographic bounds and social ties. Obviously, this definition does not include many types of social networks that people consider communities. Those are also valid communities—but the factors described further in this article are extracted only from research related to geographically bounded communities.

Community Building

Community building generally refers to building the social networks within the community, and developing group and individual problem-solving and leadership skills. The report defines community building as:

Any identifiable set of activities pursued by a community in order to increase community social capacity

Community capacity building

The broad capacities relevant to community building are abilities to develop and sustain strong relationships; solve problems and make group decisions; and collaborate effectively to identify goals and get work done. When one builds community capacity, one is increasing

The extent to which members of a community can work together effectively.

Working with these (and other) definitions, Wilder Research Center identified 525 written evaluation studies of community building. They sorted this literature based on a set of criteria. The screening reduced the final number of reports to 48. Two reviewers independently extracted success factors from those reports.

The 28 Factors

Ultimately, this process (detailed in the book) yielded 28 factors, grouped into three categories.

1. **Characteristics of the community.** These are the social, psychological, and geographical attributes of a community and its residents which contribute to the success of a community building effort.

- A. Community awareness of an issue
- B. Motivation from within the community
- C. Small geographic area
- D. Flexibility and adaptability

- E. Preexisting social cohesion
- F. Ability to discuss, reach consensus, and cooperate
- G. Existing identifiable leadership
- H. Prior success with community building

2. **Characteristics of the community building process.** These factors that make up the process by which people attempt to build community, such as representation, communications, and technical assistance.

- A. Widespread participation
- B. Good system of communication
- C. Minimal competition in pursuit of goals
- D. Develop self-understanding
- E. Benefits to many residents
- F. Focus on product and process concurrently
- G. Linkage to organizations outside the community
- H. Progression from simple to complex activities
- I. Systematic gathering of information and analysis of community issues
- J. Training to gain community building skills
- K. Early involvement and support from existing, indigenous organizations
- L. Use of technical assistance
- M. Continual emergence of leaders, as needed
- N. Community control over decision making
- O. The right mix of resources

3. **Characteristics of community building leaders.** These factors are the qualities of those people who organize and lead a community building effort, such as commitment, trust, understanding, and experience.

- A. Understanding the community
- B. Sincerity of commitment
- C. A Relationship of trust
- D. Level of organizing experience
- E. Able to be flexible and adaptable

Vince Hyman's article was adapted from Community Building: What Makes It Work, by Paul Mattessich, copyright 1997, 2006 Fieldstone Alliance as reprinted in "28 Factors for Successful Community Building" by Vince Hyman. This article adapted with publisher's permission. For more information on Fieldstone Alliance or to purchase a copy of this book, visit www.FieldstoneAlliance.org

[Click here to view the complete article.](#)

**Experienced Facilitators:
Don't lose your place!
Register Now!
DCI Workshop
Baltimore, MD
12-13 June 2006
Registration
Deadline: May 15
[See page 6 for more details](#)**

Pereira, cont.

facilitating first the awareness of participants, leading to the conceptualization of the various aspects of the intervention model and finally the contextualization/application of the model, its tools and techniques.

THREE EXERCISES

Exercise 1: In the context of a natural disaster, suggest major issues to be addressed by systematic intervention appropriate for each of the coping stages.

Reactive Stage:

- Protect the people from reactions that put them in risk
- Quickly evaluate and remove the risks
- Give emphatic and clearly stated instructions
- Use any resources available for the protection of survivors
- Control panic

Receptive Stage:

- Receive aid
- Accompany to report nature and implications of the crisis [keep people informed about the nature and implications of the crisis]
- Generate time and places for dialogue, and listen with empathy
- Help survivors express their reactions and reassurance/understanding that their reactions are normal
- Identify the new conditions to which people must adapt

Proactive Stage:

- Educate to facilitate the action
- Share/distribute responsibilities
- Increase group bonding
- Create awareness of [benefits of] working in teams

Interactive Stage:

- Create capacity for collaboration, management and development of personal and social projects.
- Motivate to participate in networks and communities
- Motivate to share with and/or educate others

Exercise 2: Criteria for the handling/administration of shelters

Group 1

- Create a "Psycho-Social Support Battalion" for each shelter
 - Identify natural leaders
 - Deliver "Emotional First Aid"
 - Identify cases that require special aid and direct to appropriate resources
 - Promote interaction between support teams (e.g., health & safety/shelter staff with the architect & engineering team and with financial supporters)
 - Improve/build (up) the capacity of leaders
- Grouping by communes/like-minded or culturally similar affinity-groups
 - Avoid discrimination
 - Facilitate the coexistence of certain affinities and shared knowledge/experience

Group 2

- Feasibility: identify the budgetary constraints, physical and material resources.
- Participation: that the members of the community are active and fundamental members in the structure and organization.
- Security: assure that the shelter is safe and free of risks.
- Provide necessities: easy access to services such as basic cleaning.
- Capacity: create units for 4-5 people, providing private space for each family, with shared common areas, such as the kitchen and recreation areas, up to a limit of 30 people.

Participant commitments to apply or share what they learned in this workshop:

- Coordinate with colleagues in the Masters program, to share these experiences and learnings with the other teams and participants in this conference
- Share the philosophy and (life) values addressed with my students
- Apply these learnings in my University work, particularly addressing the well-being of the students who are searching for aid

- Share and apply with community groups and others in my work for the Mayor
- Share and apply with friends who have suffered losses recently
- Apply [these learnings] with myself so I can better serve
- Share and apply with groups of affected people and those who work with such groups, to continue to disperse the learning and multiple the effectiveness

* * *

Mentored Pathways™ Continuing Evolution

by Gilbert Brenson-Lazan
mp@globalfacilitators.org

Our Mentored Pathways™ Coordinator, Gil Brenson-Lazan is updating and streamlining the GFSC Mentored Pathways™ process, focusing on building community and volunteer capacity.

Here's how the process works. After completing and sending in the (online) application, Volunteers will receive access information for the GFSC General Orientation Module. When the volunteer completes the readings s/he notifies the MP Coordinator (via email) and also indicates the desire to work as a field* volunteer, if that is the case. Those volunteers will then receive the Strengths Self-Evaluation.

Once the completed Strengths Self-Evaluation is sent back to the coordinator, a virtual appointment (using internet-based Skype or Hot Conference) will be scheduled with a mentor, either individually or, preferably, in small groups. In that discussion, the mentor will review expectations (for both volunteer and mentor), strengths and potential growth areas, local area needs (of the volunteer) and service opportunities, etc., emphasizing how the volunteer can prepare for and deliver services in his/her own community.

To follow up the agreed-upon actions with each field volunteer, four modalities of continuing learning will be offered:

1) Monthly HC Virtual Conferences (English and Spanish) beginning in May on different topics related to the work of GFSC Field Volunteers.

2) Monthly Electronic Field Volunteer Bulletin with one or two articles of interest to Field Volunteers.

3) Face-to-face workshops to be delivered in various regions around the world (currently Disaster & Crisis Intervention Facilitation-- additional topics to be added in the future) for experienced facilitators (to be replicated in local areas by Field volunteers), such as those currently scheduled in Baltimore, MD and Oakland/San Francisco, CA.

4) Access to the Mentored Pathways™ Virtual Library (now 86 volumes strong).

Field volunteers will be able to communicate with mentors who will follow up on the agreed-upon community actions of each volunteer.

We are grateful for the service and dedication of all volunteers and (volunteer) mentors. It is in such work that together, we fulfill the mission of GFSC.

**Field volunteers work primarily in their local communities with other facilitators, agencies, organizations and community service workers. Other opportunities to work with GFSC in administrative or other support activities are also available. Please contact Marieann Shovlin, sec@globalfacilitators.org if you are interested in volunteering for public relations, fund-raising, database or listserve management, etc.*

* * *

La Red Global de Facilitadores de Servicio a la Comunidad*

*Please note the new (and improved) GFSC name in Spanish, gracias a Parcia y Gilberto, reflecting the unique perspective of Latin American culture combined with the unifying mission and vision of GFSC.

**Parcia Sansary Gomez,
Regional Coordinator
for Latin America**

Red-GFSC@globalfacilitators.org

A Fund-raiser to Benefit Donors and Receivers

Hot Conference and Kiosk are proud sponsors of GFSC. Operating in more than 119 countries and with 35 years of experience, Kiosk provides our web hosting and a variety of internet tools. Hot Conference provides its industry-leading Web Conferencing Software so we can communicate with our volunteers and local networks throughout the world.

If you host a website and/or would like to reduce your long distance charges and improve communications within your organization, please consider Kiosk and Hot Conference. By signing up using the link on the GFSC web site (<http://www.hotconference.com/GFSC/partners1.php>), 25% of your Kiosk-Hot Conference fees are donated to GFSC. GFSC benefits every month for as long as you are a Kiosk-Hot Conference client.

This is an easy, cost-effective way to improve your communications while supporting GFSC's continuing development of materials and workshops, as well as our Mentored Pathways program, supporting volunteer facilitators worldwide.

What is a Volunteer?

by Marieann Shovlin

As noted in *28 Factors for Successful Community Building*, the characteristics that make for successful community building are the participants – the volunteers who provide the labor, the spirit, and the skills to achieve community change.

What is a volunteer: "A person who performs or gives his services of his own free will; a person who renders aid, performs a service, or assumes an obligation without valuable consideration." [American Heritage Dictionary, New College Edition].

Images of local volunteer efforts come to mind: neighbors celebrating a holiday, building a local playground, assisting voters in an election, driving a neighbor to a doctor's appointment, distributing food to the needy. Globally visible volunteer efforts are coordinated by organizations like The Heifer Project, Habitat for Humanity, the Red Cross, Doctors Without

Borders. Even though global in scope, volunteers with these worldwide organizations work locally to build community capacity.

Global Facilitators Service Corps (GFSC) volunteers also work on the local level, worldwide. GFSC facilitator volunteers train volunteer facilitators. Current training is focused on disaster and crisis intervention techniques – so that local facilitator volunteers can train others, sharing survival and psycho-social health sustaining skills.

In this issue, GFSC is highlighting field volunteer activities and we will continue to do so as they bring to life the theories and methods we teach.

Another group of volunteers, less visible but just as important, are those who keep the internal wheels of GFSC turning. These include our volunteers who translate our workshop materials, virtual library articles, newsletters; those who keep our databases and distribution lists up to date; those who make sure all the details are covered so our workshops run smoothly; those who make sure our website information is fresh and the links work; those who provide organizational leadership (and followership); those who give of their skills and time to help GFSC develop leadership and planning to help the organization survive and thrive; and those special volunteers who provide financial support.

Many of our volunteers wear several hats. Most do not count the hours they spend to make the GFSC mission a reality: "*Through our support of volunteer facilitators worldwide, GFSC helps communities build their capacity to work through their challenges and create sustainable solutions*".

A unique aspect of being a GFSC volunteer is that characteristic of personal initiative, stepping forward and finding productive and creative ways to volunteer, rather than waiting to be called. Our expectation is that all GFSC facilitators are active volunteers in some form.

And to all our volunteers, our unlimited gratitude for your time, talents, financial support and spiritual strength that keeps us going.

To all our GFSC Volunteers –



Volunteer Job Board

Current Openings

(Watch This Space Regularly!)

Workshop Planner: experienced in planning and executing workshops and/or training events; responsibilities include working with GFSC leadership to locate venues and sponsors, supervise specific DCI workshop plans and maintain budgets. This can be done on a local or regional basis.

Database Manager: experienced in designing and implementing databases (Access or SQL) to manage volunteers and contacts; responsibilities include researching parameters and selecting an efficient collection, storage and retrieval system.

Database Administrator: experienced in entering contact information, database maintenance and searches; responsibilities include collecting and reporting contact information and entering it into the GFSC database on a regular basis.

Contact sec@globalfacilitators.org indicating your interests and preferences.

One aspect of GFSC in action:

"Facilitator volunteers training volunteer facilitators."

Marieann Shovlin

Sign up for the DCI Workshop in Baltimore, 12-13 June 2006

Please click on the [workshop registration form](#) to participate in this workshop. The workshop will be at the Best Western Hotel and Conference Center in Baltimore. Overnight accommodations are available there for workshop participants. FYI: There is a shuttle bus from that hotel to the Inner Harbor where the IAF conference will be held June 15-17. Once you register for the DCI workshop, additional information will be sent to you.

We are finalizing arrangements for a DCI workshop in Oakland, CA, 7-8 August 2006. Watch for our registration announcement. If you are interested in pre-registering, contact Marieann Shovlin at sec@globalfacilitators.org

We continue to look for opportunities to conduct workshops in Asia and Europe. If you or your agency or organization would like to sponsor, organize or participate in a GFSC DCI workshop, please contact Marieann at sec@globalfacilitators.org.

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We welcome your comments and suggestions. Please write to Marieann at sec@globalfacilitators.org.