

July-August News

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How We Help Communities Build Resilience and Self-Reliance

GFSC helps communities build resilience and self-reliance by giving local facilitators tools and techniques to share with their peers, their communities, and the organizations/agencies that serve them.

We help communities create sustainable solutions, encouraging and supporting the use of *local* resources to meet *local* needs.

We believe that people are capable of self-determination and that *facilitation* is an effective way to build, rebuild and sustain self-reliant communities. We share our knowledge, experience and caring to help communities, agencies and organizations identify and achieve their goals.

We provide our volunteers with mentoring, materials, methods, resources, collaboration and exchange of ideas. We conduct workshops, focused on rebuilding personal and community resilience. The techniques learned have been successfully applied in many communities around the world, for example, after disasters (earthquakes, floods, hurricanes, bushfires, drought) or to address on-going problems, such as improving the delivery of health care and social services.

Since January 2006, GFSC has conducted 12 Disaster & Crisis Intervention workshops*,

training more than 200 facilitator-trainers! Many of these trainers have gone on to train nearly 600 people in their communities, including teachers, police, fire fighters, health care workers, other emergency workers, social service providers and business leaders.

Groups of GFSC-trained facilitators in New Orleans, Los Angeles and Australia continue to deliver workshops in their communities and through agencies serving their communities. These local networks work with various groups in their communities, helping them understand the (normal, natural and necessary) reactions to grief and effective strategies to address each stage of rebuilding personal and community lives.

Crises come in all sizes and shapes, affecting communities sometimes suddenly and sometimes regularly. The GFSC model gives communities tools to effectively deal with many different situations.

In our workshops, people learn how to talk so that others will listen and listen so that others will talk. They learn about effective and ineffective reactions to grief and loss, the stages of recovery from loss and specific facilitation and leadership skills appropriate to each stage. They have opportunities to practice new skills and plan for how they will bring these skills to their communities.

If you have participated in one of our Train-the-Trainer workshops, please share how you are helping your community and how the community is changing the way they approach their challenges.

***Australia:** 3 in Melbourne; **Canada:** Ottawa; **Colombia:** Pereira; **Ecuador:** Quito; **USA:** Baltimore, 2 in Los Angeles, New Orleans, Oakland, Phoenix.

GFSC encourages and supports the use of local resources to meet local needs.

Crisis



~~~*RIPPLES*~~~

**Community Health Councils, Los Angeles**

At the end of May, Marieann Shovlin, Gil Brenson-Lazan, and Catherine Tornbom conducted a workshop for the CHC and some of its constituents. They were assisted by Char Ghiavaan,\* who participated in the January Los Angeles workshop (yet another ripple). This workshop was requested by the Community Health Councils to help them address the dwindling health care services in their neighborhoods. Other issues emerged during a needs assessment and so a workshop was adapted to meet those needs and an action plan developed to address the issues.

According to participants, the GFSC workshop "helped the agency visualize its goals" and gave them "invaluable leadership-building skills, useful in all facets of life!" They recognized that "these strategies are valuable tools that are often overlooked."

"Due to the many crises in the South Los Angeles area, this training is necessary, if not essential to the wellbeing of our community."

"I would like to work with the Fire Department and Disaster teams and make this workshop available to the community."

"This was the best facilitation content I've experienced in 10 years."

*\*Char attended the January GFSC workshop sponsored by the Dispute Resolution Project under the Los Angeles Mayor's Office of Emergency Preparedness.*



**NOLA Network\* News**

*\*The NOLA Network is composed of individual practicing facilitators, the Loyola University Twomey Center; the Southern University School of Social Work; Tulane School of Continuing Studies; Facilitative Leadership Institute; and Turning Point Partners, with assistance from Shell Exploration and Production.*

I am very excited about the new possibilities and challenges of the job. I am honored to have a superb team to work with at the Twomey Center. As of now, there are local priorities (workshops

for the Central city area) but I hope to coordinate the GFSC workshops in the New Orleans metro area (there might be other places later), support the work of the already formidable and highly effective GFSC NOLA network, and connect their "veins" to a local and central vibrant heart so that together we can assist neighbors and neighborhoods in dealing with the trauma(s) that plague our city. Peace,

*-- Al Alcazar, GFSC NOLA Coordinator Twomey Center for Peace Through Justice, Loyola University*

**Just as a pebble tossed into a pond creates countless outward ripples, GFSC trains a few who then train others and so on, sharing their learning in ways that are most**

On 2-3 August, Gil Brenson-Lazan, our GFSC Mentored Pathways Coordinator, together with Kathy Harris, Lou Furman, Al Alcazar and several others from the NOLA Network team, led a GFSC Disaster & Crisis Intervention workshop for approximately 15 Central City Community Development

professionals (teachers, social workers, nurses, etc.) who serve one of New Orleans' hardest hit areas, not just by Katrina but also by racial and class injustice. One outcome of this workshop was a request for a workshop specifically for teachers and staff in several New Orleans public schools. several of the teacher-participants are looking for opportunities within the school system to replicate the training they received.



***A Thank You Note..***

Date: Mon, 2 Jul 2007

Hello, Mr. Kane. My name is Scott Osborn and I had the wonderful opportunity to attend the Crisis Intervention workshop for teachers and counselors, back in March. I am still in awe over all the useful information and techniques we learned under your tutelage.

Now that I have had several months to absorb what I learned in the DCI workshop, I wanted to share with you some of the elements I've found most useful:

With first year students and with a grief/loss group, I presented the Chinese symbol for crisis and explained how we can use crisis as an opportunity, instead of simply being "swallowed" by the danger.

From the overall structure of the DCI model, I presented the dichotomy: thinking "healthy" and thinking "unhealthy." Basically, I told them that simply the way they think can have a profound impact on their physical state. We discussed healthy ways to release endorphins and how drugs are a devastatingly unhealthy method of releasing them.

I am developing a proposal for a "teacher pampering" session for the faculty of my school, focusing on "taking care of the caregiver" with an emphasis on reducing cortisol and releasing endorphins. As part of the crisis response program already established here at the school, I will be proposing a crisis management workshop for my faculty, with a focus on the process and recovery, including a demonstration of the Critical Incident Stress Debriefing model and how that can be used when tragedy strikes (as it did this past year when one of our coaches tragically died).

Once again, thank you for that amazing workshop and all you do. Keep up the good work!

*Scott Osborn*



### **Road to Recovery**

**Austin, TX.** As hoped and encouraged at all our workshops, the participants in the Austin, TX Road to Recovery workshop held at the end of May, generated another workshop there for case managers from Austin United Way agencies, who are working with Katrina survivors in the Austin area. Three of the participants from the May workshop, guided by Erness Wright-Irvin, a member of the NOLA Network, led this subsequent workshop.



### **Another Ripple...**

**Victoria, Australia,** 9 July 2007.

"It is not unusual for floods to follow drought or even worse, interrupt the drought. After the bushfires, people were starting to put back fences and other infrastructure. We had a lot of rain in the Gippsland Lakes catchment. Lake Glenmaggie serves as an irrigation storage for the Macalister Irrigation District (high value dairy farms). People were inundated for more than a

week. Luckily, no lives were lost but stock losses are large as well as damage to houses, machinery and fodder reserves which were low anyway because of the drought.

In May, the Municipal Recovery manager with Wellington shire attended the GFSC DCI workshops, as did officers from Latrobe shire. She said that the workshop gave her a better understanding of what people were going through this time. In particular, she now knows not to take the criticism personally. The officers from Latrobe shire are also helping out in East Gippsland shire.

I will be keeping in touch with what evolves there and how this affects DSE's work with fire recovery in the community."

*Frankie MacLennan*  
Community Engagement Network  
Department of Sustainability & Environment



### **You Can Create Ripples, Too!**

We look forward to sharing more examples of how you are building community resilience and self-reliance within your community, agency or organization. Write to us at [Editor, GFSC News](#).

There are many ways to support GFSC and your communities. We are always looking for administrative assistance (e.g., database, web, workshop and meeting planning, etc.) as well as Workshop Facilitator-Trainers and Mentors.

If you are interested, please register as a volunteer at the GFSC website: [www.globalfacilitators.org](http://www.globalfacilitators.org). Be sure to indicate how you would like to apply your particular interests and skills to serve with GFSC.



## **GFSC at Global Village, Lehigh University**

On July 20<sup>th</sup> Lenny and BJ Diamond introduced GFSC to approximately 100 interns from 48 countries. This is the 11<sup>th</sup> year of the Global Village program sponsored by the Iacocca Foundation. The interns spend 6 weeks at Lehigh University, learning about and developing their business and community leadership skills to bring back to their home countries. A key component of this program stresses the importance of leadership serving and working toward the improvement of communities, not just economically, but strengthening social bonds and the institutions that support them.

After a brief introduction, Lenny demonstrated how effective facilitation skills can get people off their feet, thinking and interacting. We then went to break-out rooms where interested interns could come and talk with us about their interests and questions about GFSC. Discussions revolved around different perceptions of volunteering and serving communities as individuals and as business leaders.

We asked the interns to think about

- ◆ *What responsibility do business leaders have to serve their communities?*
- ◆ *How can business leaders help strengthen the connections among the people in the community? What skills are needed?*
- ◆ *As a leader in your community, what challenges do you want to address?*

\* \* \*

You can help GFSC continue to build local community capacity, as we are in New Orleans, Los Angeles and Australia.\*

Click on our donation page or mail a check to  
 GFSC  
 c/o BJ Diamond  
 11 Sequin Road  
 West Hartford, CT 06117

\* Your donations offset program and workshop costs, volunteers' expenses as well as the cost of development and distribution of materials.



## **Improve Your Website & Help GFSC Too!**

Here's an easy, cost-effective way to improve your communications and support GFSC programs at the same time. 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.

Hot Conference and Kiosk have 35 years of experience, operating in more than 119 countries. They host our website and provide a variety of internet tools. With Hot Conference we can communicate with our volunteers throughout the world.

If you host a website, want to reduce your long distance phone charges and/or improve communications consider Kiosk and Hot Conference.

\* \* \*

## **Sharing GFSC Materials**

GFSC offers materials to the public in our Virtual Library. We also publish a monthly e-newsletter and provide e-conference rooms for worldwide communications. We invite our volunteers to participate in continuous learning and sharing through our Mentored Pathways™ program.

We continue develop new materials, as well as refine our existing materials. We want to know about and share how our materials are being used. So, if you are using or planning to use GFSC materials, be sure to complete and send us the permission request form. If you are getting paid for your work (i.e., for profit), then a token fee is paid back to GFSC to support the organization. If you are not getting paid (i.e., you are volunteering your time), you do not have to pay the Use of Materials fee to GFSC. In either case, please complete the permission to use GFSC materials form. Thanks!

### **2007 GFSC Board**

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