

TO KNOW ALL ABOUT FACILITALK
TABLE OF CONTENT

1. HISTORY

1.1. Historic background of the method

1.2. The story behind FaciliTalk

2 FACILITALK AND ITS SYMBOLS

2.1. The object's symbolic representation

2.2. Symbolic meaning of the circles of conciliation and reconciliation

2.3. Symbolic meaning of the rings

3. PRINCIPLES

3.1. For more relaxed discussions in a private environment (children, parents, friends...)

3.2. For more effective management and balanced professional meetings

3.3. Facilitalk in teaching/training, associative, personal development or psychotherapeutic context

4. LIMITATIONS OF THE METHOD

4.1. Are the use of Facilitalk and its method effective for everyone?

4.2. Are FaciliTalk and its method effective all circumstances?

4.3. What should be done when a participant refuses to use Facilitalk and its method?

5. ASSOCIATION CHARTER

1. HISTORY

The FaciliTalk™ method conceived to help humans to communicate more easily goes back to ancient Egypt. It spread to the whole world and is currently used more and more now days.

FaciliTalk's™ design is contemporary but as a starting point it takes objects found in China, four thousand years ago. It thus materialises the bond between this thousand-year-old past, the present and the future.

FaciliTalk and its method are timeless and universal. They are addressed to a XXIst century confronted with two great challenges: respect others with their differences and listen to what they have to say.

1.1. Historic background of the method

- The FaciliTalk method traces its origins in the past of Middle Eastern, African, European, Asian and American Indian cultures.
- People have always sought methods to help serene communication between themselves. Methods that help to respect the other, his or her cultural differences and suggest how to lend a sympathetic ear to what others have to say, especially when discussing difficult subjects.
- One of these methods, still used now days, consists in holding an object of everyday life symbolising speech and listening: he who holds the object holds the word and is not interrupted.
- All over the world, objects such as a stone, a ball, a spoon or a piece of wood were commonly used for this purpose. The origin of the practice seems to go as far back as ancient Egypt. American Indians call it " talking stick ".
- It represents a long historical tradition which was only waiting to be formalised for present and future generations. This method of non violent communication is materialised today by the FaciliTalk which gives it a modern, universal and accessible appeal. .

1.2. The story behind FaciliTalk

- Where to find a simple "tool" to help participants during a discussion on a difficult subject to calmly express their point of view while listening attentively to what others have to say?
- That is the question which the initiator of FaciliTalk kept asking himself over more than 20 years of professional life spent in large American, French and English corporations, in particular as International Vice-president of Human Resources. By observing behaviour, in extreme situations and on all continents, he came to the same conclusion. Whatever the nationality, age, training, role or context: without external help, a majority of men and women find it very difficult to listen to others actively, calmly and respectfully.
- Therefore, he sought a simple, effective and universal method which could be used to improve communication and help resolve conflicts. He discovered the method used by certain professionals such as psychotherapists or teachers training people in "non violent communication" (NVC).

- However he realised that in the absence of a coach, this method was often difficult to apply by the "non-initiated", i.e.... the majority. He became convinced that to reach this majority, the method had to be materialised by a specific contemporary object acting as a symbol. Thus was born FaciliTalk.
- FaciliTalk ™ is the subject of international deposits of Trade marks and models.

2. FACILITALK AND ITS SYMBOLS

A contraction of two words "facilitator" and "talk", the vocation of FaciliTalk is to be a facilitator between two people or in a group in personal or professional discussions.

2.1. The object's symbolic representation: FaciliTalk as a starting point represents the "fanion" used in relay races. It is passed from hand to hand during the conversation (also known as the talking stick). It is a witness of the spirit of conciliation or reconciliation which animates the participants. In the FaciliTalk method, he who holds FaciliTalk, has the right to speak without being interrupted.

2.2. Symbolic meaning of the circles of conciliation and reconciliation: at each end of FaciliTalk there are three circles cut in the wood. These circles symbolise the spirit of conciliation and/or reconciliation which animates the participants in serene and constructive discussions. For those who wish it, these circles will serve as "hard disks" to record the discussions during which FaciliTalk helped the participants avoid or solve a conflict. Thus, after a discussion, it is enough to cut or scratch a notch on one of these circles.

- When a conflict was avoided, a mark is made on one of the circles of FaciliTalk chosen to represent conciliation.
- When a conflict was resolved, a mark is made on one of the circles of FaciliTalk chosen to represent reconciliation.

2.3. Symbolic meaning of the rings: FaciliTalk is provided with six "rings". Each ring symbolises one or more people (if there are more than 6 participants). They are placed between the circles of conciliation or reconciliation and are a proof of the engagement of each participant in the FaciliTalk method.

3. PRINCIPLES

3.1. For more relaxed discussions in a private environment (children, parents, friends...)

The more one touches on personal matters, the more difficult it is to control the strong feelings which animate us. It happens sometimes that we regret what we said; sometimes, some truths should simply not have been uttered. To help us speak calmly about all subjects and improve our listening skills, that is the vocation of Facilitalk and its method.

Before starting or in the course of a discussion, decide in concert to use Facilitalk:



Thanks to Facilitalk™, important subjects can be broached in a more relaxed manner.

Principe 1 : He who holds Facilitalk has the right to speak without being interrupted. He or she speaks without judgement over the others.

Principe 2 : The person who has spoken said the least always has priority.

Principe 3 : Facilitalk is not a power tool; everyone should AGREE to respect these principles.

When a conflict was avoided or solved, make a notch on one of the circles of conciliation or reconciliation.

6 visible and immediate effects of the use of Facilitalk and its method :

- Each participant can articulate his or her thoughts and choose words without being interrupted. (Because of this, one notes that speaking time decreases appreciably).
- Each participant is certain that he or she will be able to express his or her point of view fully.
- No one can monopolise the conversation because the word (and Facilitalk) will always be first offered to the person who has spoken less often than the others.
- Each participant is certain to be able to take part in the discussion, even those who do not have easy speech.
- Each participant is certain that what he or she says will be heard... and (better) listened to.
- Each participant learns better to respect and better to listen to others' point of view.

3.2. For more effective management and balanced professional meetings

Before or in the course of a meeting, decide in concert to use Facilitalk



Thanks to Facilitalk, improve the quality and effectiveness of your meetings..

Principe 1 : He who holds Facilitalk has the right to speak without being interrupted. He or she speaks without "attacking" the others and without judgement.

Principe 2 : The person who has spoken the least always has priority.

Principe 3 : Facilitalk is not a power tool, everyone should AGREE to respect these principles.

3.2.1. 6 visible and immediate effects of the use of Facilitalk and its method:

- All participants can articulate their thoughts without being interrupted. (Because of this, one notes that speaking time decreases appreciably).
- Speaking time is better balanced between participants because the word is always first offered to the person who has spoken less often than the others.
- Decision-making is accelerated while everyone's point of view has been heard.
- A favourable climate is created in which to solve disagreements or conflicts.
- A favourable climate is created in which contradictory points of view may be expressed.

- (In business environment, one observes that the simple presence of Facilitalk is often sufficient to modify communication behaviours).
- A favourable climate is created even for the communication of difficult messages.

3.2.2. The introduction of Facilitalk and its method in a professional environment presents a double challenge:

In the first place, it needs to be understood and accepted by managers because it is they who have the more to lose... and to gain. Then, it needs to be appropriately introduced in the company so as to ensure sustainable change in communication practices (other than just an amusing anecdote).

- What are the managers likely to lose: They may lose the advantage of often being "more equal than others" in the practice of communication and the possession of the word. In spite of the method's playful dimension, in a professional environment, it will require rigour and discipline... also on their part.

What are the managers likely to gain: they will create among their team the feeling that they are being listened to and better respected. A company culture valuing diversity, efficiency but also discipline.

3.2.3. Change accompaniment: Because the use of Facilitalk and its method in a business environment can represent a great change in company internal communication and interaction practices, different **products and services** have been conceived to accompany you and your management through this change:

IMPLEMENTING A NEW COMMUNICATION CULTURE (INCC)

- INCC is a simple but profound culture change plan designed around the principles of Facilitalk and its method. Our consultants will develop and / or execute with / or for you your culture change plan. This plan includes personalized communication material such as internal communication "build-up" plan, new meeting rules, meeting room posters, screen savers, etc.

INFOTAINMENT ON BEST COMMUNICATION PRACTICES

- A choice of 3 "Infotainment" sessions of one hour each. These sessions are designed for senior executives to combine fun and best practices in effective communication.
- They include amongst others: effective meeting leading, effective conflict handling and effective decision making. They are performed by senior consultants experienced to operate at board level in Benelux, France, Switzerland, Germany, Italy, UK and Spain. In partnership with www.pentamanagement.be

3.3. Using Facilitalk and its method in a teaching/training, associative, personal development or psychotherapeutic context.

Facilitalk or similar methods are commonly used in above mentioned environments around development of listening skills or respect for others and their differences. Similar methods are also used in the training of communication techniques such as the NVC, Non violent Communication.

Useful links: www.j-salome.com www.nonviolentcommunication.com www.thomasdansembourg.com
www.nvc-europe.org www.theatre-en-entreprise.com

4. LIMITATIONS OF THE FACILITALK AND ITS METHOD

4.1. Are the use of Facilitalk and its method effective for everyone?

People who communicate easily in a naturally structured relaxed way and are particularly considerate to

others are the most sceptical. However, observation showed that it was enough for only one of the participants to adopt a more "personal" mode of communication for the entire discussion to be affected by well known hazards. Under these circumstances even such sceptics sometimes saw an interest in the use of Facilitalk and its method.

4.2. Are FaciliTalk and its method effective all circumstances?

Provided all participants have agreed to respect the method, it rarely fails to obtain significant results. It is nevertheless possible that the method will not always be effective. On the other hand, there is no doubt that Facilitalk and its method contribute to form people to be more considerate to other people's views as well as to listen better, two great challenges of the 21st century.

4.3. What should be done when a participant refuses to use Facilitalk and its method?

Anglo-Saxon Proverb: "you can lead a horse to water but you can't make it drink ». Facilitalk should never be used as a tool of power. It is no use to force it on others. Up to you to use your arts of persuasion.

5. ASSOCIATION CHARTER

The associates committed themselves to produce Facilitalk according to fair trade principles. The associates also agreed to offer special conditions to associations or companies renowned for their action in the teaching of the young to respect others and their differences. For more information, contact us via website.

TO CONCILE OR RECONCILE POINTS OF VIEW

To create conditions which will help create the spirit of conciliation or reconciliation is the very essence of Facilitalk and its method. Facilitalk symbolises this spirit. It is a sign of peace, a testimony of respect of others and their differences, of the desire to listen; universal and timeless challenges which are still great values in this beginning of 21st century.

