

Manifesto

1. Serving the client

First of all, we seek to understand our client's expectations by working together closely. We see all staff members whom we facilitate and negotiate with as our clients and we make sure we use the proper methods to aid our participants in pursuing their desired outcome. If the group deviates from the original plan and decides to move in a new direction, our job is to reconcile the original intent with the new objective and facilitate the group towards that.

2. Paving the way

We seek transparency and honesty with our clients to aid us in acknowledging any potential conflict of interest. We thereby have an open discussion to clarify our agendas to reduce the risk of settling for a process that would allow unfair or inappropriate gains and interests to manifest. Once we have all possible biases and personal interests on the table, our strategy is to observe them together and determine if certain matters might be objects that hinder engaging and effective work towards the goal. Having done this together, the chances for misunderstandings minimize and we can move forward with clear and proper agreements.

3. Anatomy of the group

Our interest is to establish a conscious agreement to the process along with the group participants. We don't want to cause any sort of negative influence to the groups' progress that could risk bringing disorder, confusion or inflict on the dignity of the individuals.

4. Methods, processes and tools

We customize our process design in dialogue with our clients. This enables us to understand the goals made by the representatives and what methods that would facilitate their accomplishment. We make thorough analyses as to what methods to use and avoid tools which we deem as unfit, too abstract or beyond our competence.

5. The right environment

We create the right type of environment that is needed for the purpose of the gathering. Our competence lies with using the best possible method to ensure that participants feels safe, gets seen and can open up to each other. We strongly believe that everyone has something to give if the circumstances are right.

6. We have the process, you have the content.

Your knowledge and expertise is what is being said. Our knowledge and expertise is how it is being said. However, if we feel that we have something to add to the group, we ask the participants for approval and then express our change of role.

7. Confidentiality

We maintain confidentiality of information.

We do not share information about a client within or outside of the client's organisation, nor do we report on group content, or the individual opinions or behaviour of members of the group without consent.

8. Professional Development

We are responsible for continuous improvement of our facilitation skills and knowledge.

Our commitment is to continuously learn and grow. We remain relevant in the field of facilitation through our practical group experiences and ongoing personal development. We are always striving to have exchange of learnings with our clients.