



International Conference

9 - 11 May 2008 Cologne



7th International SolWorld Conference 2008

„What works?
Solution focused practice in organizations“

The Programme at a glance

Thursday	Friday	Saturday	Sunday
	8:30 - 10:00 am Registration & Ming- ling		
Pre-conference (in German)	10:00 - 11:15 am Welcome Plenary: Learning and sharing at the conference	9:00 - 10:15 am Practical Plenary: Michael Hjerth, SF Micro Tools	9:00 - 10:15 am Future Plenary: Networking on hot and emerging topics
	11:15 - 11:30 am Trailer show	10:15 - 10:30 am Trailer show	10:15 - 10:30 am Trailer show
	11:30 - 12:00 noon Break	10:30 - 11:00 am Break	10:30 - 11:00 am Break
	12:00 - 1:00 pm Workshops 1	11:00 - 12.30 Workshops 3	11:00 - 12 noon Workshops 5
		12:30 - 1:00 pm Book Launch	12:00 - 1:00 pm Closing Ceremony and Handover to SOL2009 Netherlands
	1:00 - 2:30 pm Lunch	1:00 - 2:00 pm Lunch	1:00 pm Lunch
	2:30 pm - 4:00 pm Workshops 2	2:00 pm - 3:30 pm Workshops 4	
	4:00 - 4:30 pm Break	3:30 - 4:00 pm Break	
	4:30 - 6:00 pm Activity Market	4:00 - 5:30 pm Open Space	
	6:00 pm Sol Steering Group Meeting		
7:30 pm Pre-conference mee- ting at "Früh" Room: Kapellchen	7:30 pm Dinner at Maternus- haus & Sol Cabaret	6:30 pm meeting point Mater- nushaus for Touristic outing: boat trip to "Das Fährhaus" in Rodenkirchen - Dinner	

Pre-conference meeting

On Thursday night at about 7.30 pm we will meet at a famous old Brauhaus - a brewery called Früh. Please take the entrance to the "Brauhauskeller" and ask for our meeting place, the "Kapellchen"



Welcome to Cologne, dear friends and friends to become!

As the organising team for this SOL conference in Cologne, we hope that you will enjoy the conference, that you will find ample opportunities for sharing what you know and taking away what others are contributing to this interactive event. “What works? Solution focused practice in organisations” is our motto for the event and let us start by using what we know:

How will you notice that this conference was worth your while?

Has there ever been a conference where you contributed to your own learning? What did you do?

On a scale of 1 to 10, 10 is you are very sure that you will benefit as much as you can, and 1 is the opposite, where are you now?

How will you notice, when you are one step higher on the scale?

What will the other conference participants see you doing when you are one step higher?

We really loved preparing this event for you and were looking forward to seeing each and every one of you here in Cologne! You will realise that our formats are designed to enable sharing and exchange.

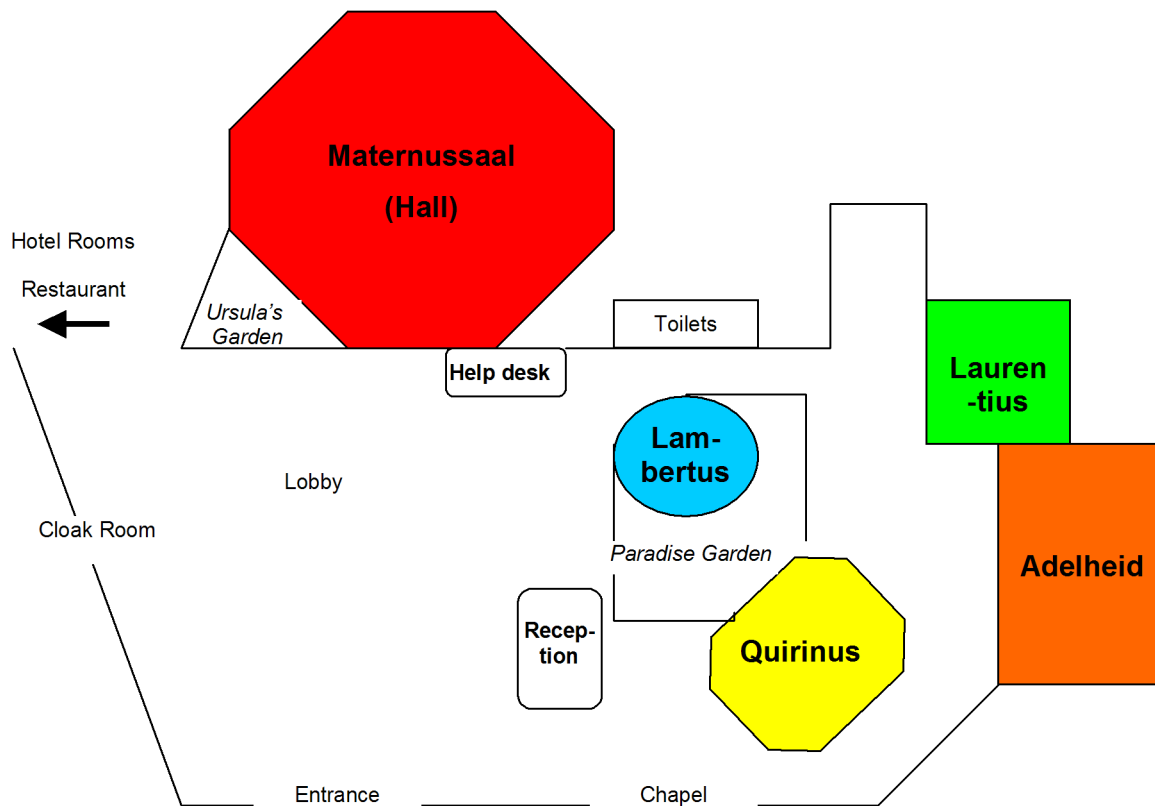
- For instance on Friday, with the new “Activity Market”, where you will find a marketplace of easy-to-use tools and interventions, and the Cabaret, where you can play, sing, perform, do something silly on stage a true “colourful evening”, or “bunter Abend” (pronounced: boontah ahbent), as we say in German.
- On Saturday, we have the tried and trusted Open Space session, where everyone can convene a session on an emerging topic and discuss new and old questions with new and old people.
- On Sunday morning, we have the plenary session devoted to further developing topics and enabling networking in order to continue the learning after the conference.
- Every conference day, you will be able to pick from great workshops presented by esteemed solutionists from all over the world. If you think it is difficult to choose, we think we have done a great job.

As Steve de Shazer used to say as the opener of every interview: “There are no guarantees - I will do my best, and I assume that you will do your best and let’s see what happens!”

Let’s work. Let’s share. Let’s practice. - The Cologne Conference organising team!

Plan of the venue

Maternushaus - Ground Floor



Specials on Friday:

Activity Market

A marketplace of easy-to-use tools and interventions. You will be able to take part in three 30 minute sessions. Experienced and new solutionists share their brand-new ideas.

Rhenish Buffet















Dinner on Friday night will be a treat with typical regional food, from jellied meat and herring in stoneware over potato pancakes, sausages and suckling-pig's hocks to a final "Kölsch Tiramisù" - a unique dessert with the traditional Cologne beer. Dig in!

SOLWorld Cabaret

A place where incredible talents have been spotted at past conferences. You can play, sing, perform, do something silly on stage and enjoy a true "colourful evening". Master of ceremonies: Paul Z Jackson.

Day at a Glance:

Friday

8:30 - 10:00 am	Registration & Mingling	Lobby	
10:00 - 11:15 am	Welcome Plenary: Learning and sharing at the conference	Maternussaal	
11:15 - 11:30 am	Trailer show - Workshops on Friday	Maternussaal	
11:30 - 12:00 noon	Break		
12:00 - 1:00 pm	Workshops Slot 1 (60') 1.1 SCC: Short-Cut Coaching <i>Agneta Castenberg Kerstin Måhlberg (SWE)</i> 1.2 Resource gossip - simply reinforcing <i>Peter Szabo (CH)</i> 1.3 Managing Disagreement With Powerful Vested Interests <i>Alasdair J Macdonald (UK)</i> 1.4 Adapting complexity <i>Björn Johansson(SWE)Mark McKergow (UK)</i> 1.5 Case: Building a school for disabled children in a Solution Focused way <i>R. Wartena, R. Tjoink, Bert Garssen, Katrien Schober (NL)</i>	Quirinus Adelheid Lambertus Laurentius Maternussaal	    
1:00 pm - 2:30 pm	Lunch	Restaurant	
2:30 pm - 4:00 pm	Workshops Slot 2 (90') 2.1 Reflecting: ‚A live demo‘ <i>Stephanie von Bidder, Kati Hankovszky, Urs Limacher (CH)</i> 2.2 Resiliency at work: Bouncing back and forwards <i>Liselotte Baeijaert Anton Stellamans (BE)</i> 2.3 More SOUL to SOL: Soul qualities in SF Coaching <i>Sue Lickorish (UK), Gesa Niggemann (GER)</i> 2.4 Affect, emotions, brains, and SF <i>Caroline Klingenstierna, Michael Hjerth (SWE)</i> 2.5 Case: Inside job - SF coaching conversations within the Metropolitan Police Service <i>Shaun Lincoln, Jackie Keddy (UK)</i>	Adelheid Quirinus Lambertus Laurentius Maternusaal	    
4:00 - 4:30 pm	Break		
4:30 - 6:00 pm	Activity Market	Hallway / Garden	
6:00 pm	Sol Steering Group Meeting	Quirinus	
7:30 pm	Dinner & Sol Cabaret	Maternusaal	

Friday, 12:00 noon – 1:00 pm

1.1 SCC: Short-Cut Coaching - A ten minutes model for a valuable outcome.

Presenter: Agneta Castenberg & Kerstin Mahlberg (S)

Room: Quirinus



We believe that the solution focused model is extremely useful in the area of coaching since solutionists know how to build solutions. By asking specially designed SF questions, we help the coachees to create pictures of their desired future, elicit what is already there and negotiate the next little step which we make sure are achievable and salient.

Over the years, a many our customer organisations have complained a lot about stress, lack of time, feeling insufficient etc, and they are looking for ideas to become more capable and for ways to use time in a more successful way.

That was the starting point for our project SCC (Short Cut Coaching) which leads saving a lot of time for the whole organisation.

In this workshop, you will learn about this project and benefit from our learnings and insights. We will share our SCC questions, the outcome from the project, show a video, do an exercise and share experiences.

For us SCC also turned out to be very timesaving, for the coach as well as for the coachee. It is also very helpful and stimulating having just a few questions to vary from. Some responses we have got from people we have coached are: - “Now I have ideas of what to do.” - “It helped me to decide what way to go.” - “When I realized what I already was doing right I felt more hopeful and energetic.”

Here are three things you might learn:

- How you can bring about a big difference with small means.
- The SCC questions.
- How to use important time effectively.

We would like to welcome everybody that has interests in coaching



Friday, 12:00 noon – 1:00 pm

1.2 Resource Gossip simply reinforcing – an incredibly simple practical tool which creates an atmosphere of mutual appreciation and acknowledgement very quickly

Presenter: Peter Szabo (CH)

Room: Adelheid



Resource gossip is a five minute small group activity. You can use it for training purposes or for work with teams and organisations. In just a few minutes, you can create an atmosphere of mutual appreciation and acknowledgement in a group, while at the same time reinforcing the individual in doing more of what works.

Discover the power of this simple tool, which you will be able to use over and over again in different situations. We offer it as an SF form of feedback among participants in training situations, but it has also proved to work with large groups to create an immediate experience with compliments. Insoo has made it the core piece of her wow-projects with schools, and in Hawaii it is used to prepare ex-convicts for life after prison. It has been successfully misused to sell SF services to corporate clients on several occasions. We routinely apply it to bring together new groups of participants and it is our favorite getting to know exercise if we are invited to work with existing teams.

This one hour workshop will provide you with a practical experience. We will discuss which instructions work best for setting up “resource gossip” simply and effectively. There will also be time for you to develop applications for your own line of work.

Three insights that you might take away are:

- Always address a person in her resources first
- Indirect positive gossip about another person can be more powerful than making direct compliments
- Being appreciative is contagious



Friday, 12:00 noon – 1:00 pm

1.3 Managing Disagreement with Powerful Vested Interests

Presenter: Alasdair J Macdonald (UK)

Room: Lambertus



In organisations or in conflict with bureaucracy, sometimes we will not get our own way at an acceptable cost. It is good for our self-esteem and self-confidence to retain as much freedom of choice as possible, to be able to extend our knowledge of the situation and to say what we want to say even in difficult circumstances. We can plan to prevent the same situation arising again, and we can make sure that we know what options are possible for us, and what options are acceptable to us.

The workshop will provide relevant conversational tools and exercises to help you to protect your freedom and choice also under bureaucratic or otherwise difficult situational contexts

Three things you might learn in this workshop:

- Sometimes we will not be powerful enough to get our own way easily
- Self-esteem and self-confidence can be maintained in difficult circumstances
- It is important to retain as much freedom of choice as we can



Friday, 12:00 noon – 1:00 pm

1.4 Adapting Complexity sharpening our SF tools in complex organisations and situations

Presenter: Björn Johansson (S) & Mark McKergow (UK)

Room: Laurentius



Organisations can be seen as complex systems - where only limited parts of what is going to happen are predictable and where a lot of differences, behavior and effects will happen even though they were never planned or intended. How can we navigate in the shifting landscape of multiple processes going on in organisations? In what way might we create or sharpen our tools of dealing with what is happening as consultants or managers?

The solution focused tools and techniques offer brilliant ways of dealing with how emergent AND planned processes can develop the organisation and how complexity can be handled at several levels. Our open attitude towards what works and respecting the unique approaches and cultures within each organisation, group or individual also helps. However this is a relatively unexplored perspective with more interesting potentials to discover.

During this workshop we aim to learn more about the relevance of SF in complex situations - discover a wider perspective of how we make use of what happens and what works. How can we create or sharpen our approaches to meet different aspects of complexity? You will be introduced to the terms of complexity and emergence, in both mathematical and linguistic ways. We will examine the use of SF in a varied spectrum of settings from simple to complex, and see how SF - and indeed other methods - might be used differently across this spectrum. We will also see how the ideas of complexity are woven through existing SF practice, and how we might refine and develop our practice still further. There will be a range of options to share, develop and reflect on, how we deal with this in our daily work as managers or as consultants. This will be an active and varied workshop where your experiences, ideas and questions will be valued contributions.

This workshop will be of interest to anyone who tackles complex and interdependent issues -- as a manager, leader, consultant, or coach. It will also be of interest to anyone who thinks the issues they tackle are simple and easily handled - you may have something to teach us, and you may have something to learn!

Three things you might learn:

- How complex systems adapt, and what that means for us as change agents
- The simple-complex spectrum and how it might help our thinking
- More ways to make use of what's there (not what isn't)



Friday, 12:00 noon – 1:00 pm

1.5 Case Study: Building a School for Disabled Children in a Solution Focused way

Presenters: Rinze Wartena, Rita Tjooink, Bert Garssen, K. Schober (NL)

Room: Maternussaal



In this workshop you will learn about the multi-year process of converting a whole school to a SF way by the people who succeeded to do so.

A few years ago, the director of this school learned about the solution focused approach and became very enthusiastic about that. It was then that he started a process aiming at turning the whole school solution focused together with his two fellow managers.

We will show you how the proceeded (mostly intuitively), what and who was helpful in this process and share the results on several levels of the organisation: the management, the teachers, the children and their parents. You will find out what was useful in the learning process and how it was developed: step by step with clear and specific reflections.

This strategy worked very well and could be helpful for others.

Three things you might learn:

- It is possible to build your organisation in a solution focused fashion without having a conscious strategy in advance.
- How to deal with resistance when you start the SF-process in your organisation.
- Becoming clear about your mission as a Management Team in this change-process.



Friday, 2:30 pm – 4:00 pm

2.1 Reflecting: A Live Demo - An alternative to work with individuals in a solution focused way?

Presenters: Stephanie von Bidder; Kati Hankovszky; Urs Limacher (CH)

Room: Adelheid



Reflecting, as we understand it, is a solution focused method of appreciative counseling. In a simple procedure, 2-4 SF professionals give specific resource-feedback on clients issue and provide a large amount of spontaneous new ideas. Within a short time frame, an appreciative and creative atmosphere emerges which allows a solution-focused free flow of thoughts and ideas which can be helpful for the client.

Strengths and resources:

For the client, reflecting is a valuable alternative to coaching. The client has to prepare his or her case very well beforehand. In the actual meeting the 'coaching-phase' is very brief and very much to the point. The client listens to the reflections of the team and only needs to lean back and listen. Clients are often very much relieved to be on the receiving end and 'not work' so much. The reflecting teams' focus on clients' strengths and resources magnifies them and is thus a very powerful way of reinforcing people.

Language and indirect communication:

A long part of the conversation is indirect (about, not with the client). Building a good relationship and making the client feel at home directly with the client takes place in a very short time. Thus the 'reflectors' use a very open, offering language to enable the client to choose which of the offered options to select. This is very challenging and fascinating for the reflectors and a great field for learning.

'Not- knowing':

Adopting a 'not knowing state' is just as challenging. We actually know very little about the clients issue and even less of the possible outcome of the session. And still we offer ideas, metaphors and new perspectives that go through our minds without knowing if and how these might turn out to be helpful for the clients. Currently we trust in the clients' ability to pick what is most helpful for them, and we are confident that they are the experts to make the most of it.

In the workshop you will be able to reflect the process
in small groups, discuss the benefits and discover surprisingly new aspects of solution focused work!



Friday, 2:30 pm – 4:00 pm

2.2 Resiliency at Work: Bouncing Back and Forwards

Presenter: Liselotte Baeijaert and Anton Stellamans (B)

Room: Quirinus



Resiliency is the capacity to deal with the challenges, difficulties, and changes in life. It is the strength to take care of ourselves and the people around us and to rebound after setbacks. It is also the art of learning from defeats and the wisdom to draw energy from our resources, successes, and positive experiences.

In our workshop you will discover what helps you personally to become more resilient. As a team member, you will learn what works to enhance team resilience and what you can do to stimulate this. As a solution focused practitioner, you will join in on an ongoing reflection about the relationship between SF and resiliency. As a professional, you will come to understand why it is easier to sell a result (resiliency) than a problem (stress) or a method (Solution Focus). And finally as our guest, you will have fun and feel uplifted when leaving the workshop!

- Personal and team resilience
In individual coaching sessions, we will find out what works in expanding your personal and team resiliency.
- Solution focus and resilience
For us resiliency is at the heart of the solution focused matter. This concept can help us to shed a new light on solution focus as a practical philosophy... And solution focus can help us to approach resilience not as something we “have”, but as something we “do” and develop constantly.
- Selling resilience
Concerned with the well being of their personnel, companies sometimes organize problem oriented surveys and run stress reducing programs. This focus often has the annoying effect of creating stress and problems where there were no problems before. When you offer resiliency workshops, you are selling the answer (the holes) and not the problem (lack of the holes), nor the method (a drill). This offer is very attractive to a lot of companies. Our clients were interested in this workshop because of its effects: it stimulates their people; it boosts creativity and self reliance, and contributes to better work relationships.

Three things you might learn:

- Maybe you are most inspired by finding out what works to build your (team) resiliency.
- Or by what you learned from exploring the link between resilience and solution focus.
- Or maybe you walk away with an urge to add ‘resilience workshops’ to your portfolio!



Friday, 2:30 pm – 4:00 pm

2.3 More SOUL to SOL: Soul qualities in SF Coaching

Presenter: Sue Lickorish (UK), Gesa Niggemann (GER)

Room: Laurentius



In this workshop we will explore how we do what we do in our SF work. Whether you work with groups or individuals, this exploration is for people who can embrace ideas from Buddhism and Wittgenstein at the same time!

Working in an SF way is simple, but not necessarily easy. With enough skill, we can pick up the tools and use them straight away with good effect. But is skill with the tools enough? 'More than Miracles' describes three levels of adopting SF, from using some techniques, to a life philosophy. We are curious about a fourth level...

"One of the most important aspects of SFBT is the general tenor and stance that is taken by the therapist. The overall attitude is positive, respectful and hopeful." (More than Miracles, p4) Passionate and dedicated, Insoo demonstrated deep respect for her clients, unconditional acceptance, and absolute faith in their abilities. Steve was 'generously respectful' in his listening and was very comfortable with silence.

We already know that 'not knowing' and a 'spirit of interested curiosity' are helpful to the process. We want to explore if and how the ground of 'Being' from which we work makes a difference to the quality of the work and the relationship. We believe it does - is there a grammar of 'being' in SF or is it all about 'doing'?

So, we have our ideas that we want to share, and we have questions for the group to explore:

- How do we create this positive hopeful stance, and the ability to 'lead from behind'? Where do these qualities come from?
- Physical, mental, emotional, or spiritual: what works, and is the distinction even important for SF work?
- What do we understand by 'unconditional positive regard' and 'unconditional loving kindness'?
- What do we and our clients experience, when we are fully present and expansive in love, compassion, and openness?
- Does it make a noticeable difference - for you or your client - when we bring in these qualities?

Let's enjoy sharing and experiencing the ways we each access our most resourceful ways of Being with our clients. There will be ideas, partner activities, discussions and short meditations. You will explore how to enhance your practice as a SOULution-focused coach!



Friday, 2:30 pm – 4:00 pm

2.4 Affect, Emotions, Brains, and SF

Presenter: Caroline Klingenstierna and Michael Hjerth (S)

Room: Lambertus



In this workshop we will be exercising the innate SF powers of our brains: the power of emotions and the power of confusion

There is growing body of work in the neurosciences and the cognitive sciences that support solutions focused thinking and practice. Michael and Caroline will give an overview of some recent research with important implications for SF. The workshop, while seeming theoretical at first glance, is actually very practical and pragmatic.

(1) The brain is already designed for SF. Evolutionary cognitive science suggest that Proscopic future memory was developed some 50000 ago. This type of memory, the memory of what could be, is what neuroscientist would say we use when we ask questions about preferred futures and “suppose...” questions. The research, we suggest, show that the same principles that guide SF are innate in our brains, and that we use it everyday to solve small everyday tasks. When faced with stress, and larger, complicated problems, we tend to lose the ability. SF helps us tune our brains, thinking and interactions to treat large problems and challenges as manageable small everyday tasks.

Emotions are clearly linked to actions/behavior. Barbara Fredricksons research, introduced by Carey Glass in SOL2007, shows clearly that positive emotions increase thought/behavior repertoire and negative emotions decrease it. Tomkins study of human affect by facial expression see three sets of affects: positive, negative and neutral. The neutral affect is surprise. Surprise/confusion is the neutral bridge between the negative and positive affects. Looking at our experience with SF, we suggest that SF uses the neutral surprise/confusion and the positive affect interest, to guide ourselves and clients to stay clear, focused and resourceful.

We will show the power of our brains and the power of confusion with interesting exercises.

Three things you might learn:

- Confusion is a good thing for me and my clients. I can use disciplined confusion
- SF is 50000 years old and inbuilt in everyone
- Affects and emotions are an extremely important, but unspoken, part of SF



Friday, 2:30 pm – 4:00 pm

2.5 Case Study: Inside job - SF Coaching Conversations within the Metropolitan Police Service changed leadership behavior in a public organisation of 54000 people

Presenter: Sean Lincoln & Jackie Keddy (UK)

Room: Maternussaal



How can solution focused coaching change the culture of the Metropolitan Police Service (MPS) and contribute to changing the leadership behavior and performance in an organisation of more than 54,000 employees? How can large organisations use coaching to start to bring about culture and behavioral change, and how is this impact measured to see if it is successful?

These questions will be answered in a customer-focused and practice-oriented workshop that presents a case study on the Metropolitan Police Services' use and evaluation of the impact of an internal solution focused coaching program, and the role it has played as part of the MPS's TOGETHER approach.

The workshop:

- explains the aims of the internal coaching program and why a solution focused approach was used
- shows how this was done and what impact it has had
- shares findings and lessons learnt
- shows one of the micro tools used on the coaching program

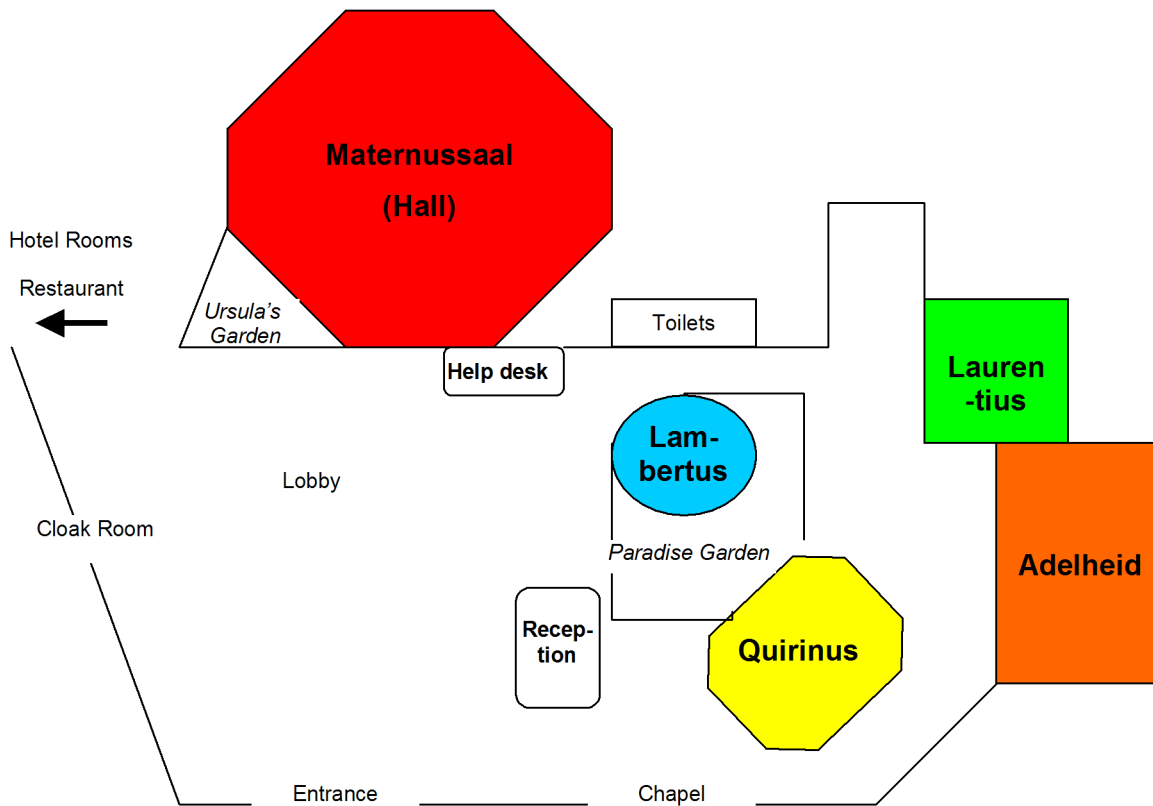
Participants of this workshop will leave knowing more about the use of solution focused coaching in MPS and more about the challenges and opportunities of using it in large complex organisations. The workshop will look at how coaching can be used to develop leadership and performance in a rank-based to role-based culture. It will also look at the use of Solution Focused micro tools managers can use with their teams to focus on performance

This session will give you the exclusive 'inside job' findings into the use of SF coaching in the Metropolitan Police Service. It will also show and invite you to have a go with one of the coaching micro tools used. The session is designed for all those interested in finding out how to use SF coaching in leadership development, as well as coaches and consultants who might want to greater insight into how embed solutions focused approaches and tools in large organisations. Participants should expect to leave with ideas, tips and techniques that might be applied to their own organisations



Plan of the venue

Maternushaus - Ground Floor



Specials on Saturday:

Book Launch

Two famous publishers - solutionsbooks from the UK and managerSeminare Verlag from Germany - proudly present an anthology of "57 solution focused activities - for facilitators and consultants" edited by Peter Röhrig and Jenny Clarke and written by 50 sf authors, most of them present at the conference. Let's celebrate this joint work - the German version with the German title "Solution Tools".

Open Space














Everyone can convene a session on an emerging topic and discuss new and old questions with new and old people, convened by a master of open spaces: Mark McKergow.

Touristic outing

We will meet at the reception for a nice little walk along Cologne Cathedral down to the quays of River Rhine. A boat will take us on a 45 minute trip to picturesque Rodenkirchen where we will have dinner at the "Fährhaus" an old and cosy restaurant with a new and fresh cuisine.

Day at a Glance:

Saturday

9:00 - 10:15 am	Practical Plenary: SF Micro Tools Michael Hjerth (SWE)	Maternussaal	
11:15 - 11:30 am	Trailer show - Workshops on Saturday	Maternussaal	
10:30 - 11:00 am	Break	Maternussaal	
11:00 - 12:30 pm	Workshops Slot 3 (90')		
12:00 - 1:00 pm	3.1 SF Writing <i>Roswitha Menke (GER)</i> 3.2 Teaching Solution Focus Consulting in College <i>David E. Weber (USA)</i> 3.3 Deming Meets Solutions Focus <i>Jenny Clarke (UK) and the 'SF Quality Forum'</i> 3.4 Has the Solutions Focused Sales Process Arrived? <i>John Sproson (UK)</i> 3.5 Case: Getting to the Future First - An SF Approach to Business Strategy Development <i>Bruce Woodings (USA) Richard Wigley (UK)</i>	Lambertus Laurentius Quirinus Adelheid Maternussaal	    
12:30 - 1:00 pm	Book Launch	Lobby	
1:00 pm - 2:00 pm	Lunch	Restaurant	
2:00 pm - 3:30 pm	Workshops Slot 4 (90')		
	4.1 How to introduce coaching into an organisation ... <i>Paul Jackson Janine Waldman (UK)</i> 4.2 Constellation <i>Marco Matera (I)</i> 4.3 Looking Back on the Future <i>Hans-Peter Korn (CH)</i> 4.4 Solution focused mediation in teams and organisations <i>Fredrike Bannink (NL)</i> 4.5 Case: We know SF works - RSB case study <i>Alan Kay (CAN)</i>	Quirinus Lambertus Adelheid Laurentius Maternussaal	    
3:30 - 4:00 -pm	Break		
4:00 - 5:30 pm	Open Space	All over the venue	
6:30 pm	Meeting point for Touristic outing	Reception / Lobby	
7:30 pm	Boat trip to Rodenkirchen	River Rhine	
8:15 pm	Dinner at "Das Fährhaus"	Rodenkirchen	



Saturday, 11:00 am - 12.30

3.1. SF Writing - writing is easy, isn't it?

Presenter: Roswitha Menke (GER)

Room: Lambertus



Everyone has written and has to write. And on some (or even some more) occasions, it does not seem to work: This workshop will make you aware of how it already works and how to write more of it.

Maybe you already have written - e-mails, letters, proposals, web-logs, articles, dissertations, books. And maybe you have experienced: Sometimes writing is swift and easy and sometimes it is not, and thousands of ideas in your head dissolve as soon as you turn your word processor on. This accursed first sentence will not come to your mind. Your writing takes you right into the middle of nowhere without a trace where to continue or how to go on. Your inner critic will never be content, and if it were not for the closing date you would never finish your article. ... And you do not want all that!

Why?

So - how did you overcome these obstacles when you did finish an important text last time? What do you do differently when you write an e-mail to a friend? Are there any tricks or techniques which can make you start, go on, and stop writing?

Who?

If you have ever had to meet these challenges, or at least one of them, in any role or position in your job or private life you are very welcome to this workshop, called "Writing is easy, isn't it".

What?

We shall explore what you do, and what others do to make writing work. We will look at some techniques to gather, sort out, and arrange thoughts and ideas. We shall find out, if there is a way to make sure that your text is finished, ready, completed.

How?

And in the end you will develop your individual Micro Tool (many thanks to Michael Hjerth for that wonderful idea) to meet your personal writing challenge. When you get back home, you will have a small card containing 3 to 5 questions. Answering these whenever you feel challenged by your writing may help you to find at least the next word. Thus you will be able to start faster, to continue smoothly, and to stop when you are finished.

Yes!

A) If you enjoy writing: You will be able to do more of it in the same period of time.

B) If you don't: You will be done faster and can quickly go back to the work you prefer.



Saturday, 11:00 am - 12.30

3.2 Teaching Solution Focus Consulting in College

Presenter: David E. Weber(USA)

Room: Laurentius



This workshop will enable participants to build their own consultant- or trainer-training programs in line with the SF perspective. I will share my experience on integrating Solution Focus, Appreciative Inquiry and the Resilience Model into an upper-division (fourth-year students) college course teaching basic consulting skills.

There are three skills that an experienced college student should develop in order to provide service as a consultant:

- Competence in operating from a solution focus
- Conducting a thorough needs assessment using Appreciative Inquiry
- Framing one's work as a consultant as a process of enhancing one's own resilience and enabling clients to be resilient is the third.

You will learn about a method for training novice consultants - the methods used in the college course can be adapted for enabling managers, executives and professionals to enhance performance of clients, colleagues or subordinates.

The workshop consists of a brief presentation, interactive exercises, guided discussion and a collection of take-home materials and you will learn how to teach others basic solution-focus skills that ensure others generate enhanced results in their organisations.

Three things you might learn:

- “What works” to develop consulting skills for college students can be adapted for teaching to managers, executives and professionals who may serve as consultants.
- Solution Focus can be the heart of a consultant's “way of being” as a consultant, and also can serve as the conceptual basis of a training or learning experience.
- A consultant is ultimately someone who cultivates resilience in clients by cultivating resilience in himself or herself.



Saturday, 11:00 am - 12.30

3.3 Quality Management with SF Inside

Presenters: Jenny Clarke (UK) and the 'SF Quality Forum'

Room: Quirinus



SF is all very well, but can it work in problem focused industries? Do left-brained managers and engineers get it? Can it help them cope with the real world? We think the answer to all these questions is: “Yes!” This workshop is aimed at consultants and managers whose clients work in problem focused environments and who may be suspicious of ‘soft’ approaches, especially those who work in Quality Management. Jenny Clarke, Trevor Durnford and Marlon Heilbrunn will share our combined experience of working in power generation, oil and gas, aerospace, telecommunications, IT and environmental audit and look beyond ISO 9000 (and similar accreditation systems) to SF approaches to Quality Management.

William Edwards Deming had a great influence on management philosophy in the second half of the last century and Quality Management is big business today. Organisations usually need ISO 9000 certification to qualify for a tender or to achieve preferred supplier status and a whole industry has emerged which is devoted to the “Quality business” - certification, accreditation, external and internal auditing, process re-engineering, problem solving

In all this, we are wondering if some of the early impulses behind the work have been lost. ISO 9000 certification may be necessary in today’s world, but is it enough to ensure competitive advantage through customer satisfaction and loyalty, repeat business and staff retention? Does it recognize the demands of the post modern world: a world that is emergent, not predictable, and where service, social responsibility and sustainability are valued at least as highly as manufacturing excellence?

Marlon Heilbrunn is responsible for Quality Management Systems at Centrax Turbine Components Limited. He will share his experience of gently introducing SF principles and strategies into the harsh tightly regulated world of aerospace manufacturing as an insider. Trevor Durnford is a consultant and therefore has an outsider’s perspective. He will describe his Quality work with companies like BskyB and Oracle.

Finally, we will invite participants to think about what would replace Deming’s 14 points for transforming business effectiveness to give an SF flavor to the Quality business.

If you work in the Quality field or are just interested in new applications of SF, please join us for a thought-provoking interactive workshop.



Saturday, 11:00 am - 12.30

3.4. Has the Solutions Focused Sales Process Arrived? Co-constructing sales solutions together with the buyer-client - and having fun with it ...

Presenter: John Sproson (UK)

Room: Adelheid



During two Open Space sessions at SolWorld Summer University 2007 a group of SF Sales aficionados contrasted Traditional Sales with Solutions Focused Sales. John Sproson has been developing a sales practice for many years, and noted that his Breakthrough Selling Process shares many facets with an SF approach. He redefines selling as a process of meeting needs. This of course is close to the definition of solutions focus as a process for discovering what people want and enabling them to get more of it.

This workshop brings the two into closer alignment as 'Solution Focused Sales'.

John and the team of Paul Z Jackson, Dainius Baltrusaitis and Kirsten Dierolf will illustrate contrasting selling processes through participative activities. These will lead participants to a 'scaling' of degree of comfort and confidence in implementing in the real world, whether selling their own services or presenting new ideas to their clients or colleagues.

Participants may well find that by combining their SF coaching skills with the learning gained from this workshop, they are better equipped to recognize new opportunities in the areas of sales coaching and persuasion in organisations. It's an opportunity to extend their skill-set by building on their current SF coaching skills, enabling them to add value to existing client relationships and even extend their service offering. It will benefit coaches, trainers, and people who find themselves needing to persuade or convince others to accept their ideas in their day-to-day lives.

Three things you might learn:

- How you might change your perception of selling (for the better)
- You have selling and persuasive skills that you never knew you had
- You are able to add yet more useful tools to your tool box



Saturday, 11:00 am - 12.30

3.5 Case Study: Getting to the Future First - An SF Approach to Business Strategy Development

Presenter: Bruce Woodings (USA) and Richard Wigley (BBC Performing Music Groups/UK)

Room: Maternussaal



This workshop will present strategy development and performance improvement with the BBC Performing Music Group: coaches, trainers, business leaders, and managers can all gain from learning about this process. We will tell the Strategy Development story using actual experiences and results of an ongoing project with the BBC Performing Music Groups, highlighting the four key Business Development steps:

1. Strategy Crafting

Developing the basis for competitive advantage by focusing on understanding Customers and their expectations, Stakeholders' expectations, the Competition & Business Purpose

2. Strategy Platform Development

Developing the platform where business services are linked with Customers' expectations and where we learn how to take advantage of the competition's strengths. Here we develop the "Strategic Direction" for achieving the "Future Perfect" of the business

3. Strategy Action

Demonstrating the power of scaling, as the team develops the actions needed to successfully move the organisation along the "Strategic Direction" toward achieving the "Future Perfect"

4. Performance Improvement

The Strategy Development process is an ongoing iterative process, allowing teams and individuals to keep their "fingers on the pulse" of the ever changing business environment. We use the "CREATE" process to allow teams to assess and make "Strategic Direction" adjustments to assure achieving business objectives while capitalizing on lessons learned

Using interactive discussions, Bruce & Richard will provide details of how the BBC performing groups used the Strategy Development key elements to meet the ever changing demands of the music industry.

At the conclusion of the presentation, the audience will have the opportunity to ask questions about the process and its implementation (open forum).

Participants have the opportunity to learn:

- Business Strategy Development can be simplified by focusing on the strengths of the business and its competition to establish the "Strategic Direction"
- Business success is enhanced by the leadership providing the "Strategic Direction" and then providing the organisation guidance to assure their actions achieve progressive results toward the "Future Perfect"

Frequent assessment of progress will "CREATE" encouragement of the team to take the next small step in the "Strategic Direction".



Saturday, 2:00 pm - 3:30 pm

4.1 How to Introduce Coaching into an Organisation and how to do so in a sf way.
Tips and techniques from the consulting stage to the implementation and the follow-up.

Presenter: Paul Z Jackson and Janine Waldman (UK)

Room: Quirinus



How to introduce coaching into an organisation.....and how to do so in a solutions-focused way. Drawing on several and varied case examples, Paul Z Jackson and Janine Waldman lead a series of activities and discussions that propose some practical routes to successfully bringing coaching into the heart of organizations.

You will go away with tips and techniques from the consulting stage to the implementation and the follow-up. You will gain insights into how to consult with organisations learn about relevant case examples and useful activities

This workshop is for:

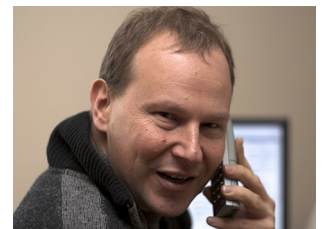
- Coaches who are looking to expand their coaching practice
- Consultants who are implementing or looking to implement large coaching programs into organisations
- Managers/HR people wanting to introduce coaching programs into their organisation or expand their coaching capability
- SF practitioners/consultants who are interested in working in an SF way from project start to finish.

We will:

- Present a framework and set of ideas
- Share sample activities
- Reveal findings from recent and current case studies

Three things you might learn:

- Tips on how to introduce coaching into organisations
- How to apply SIMPLE SF principles to consulting
- New activities



Saturday, 2:00 pm - 3:30 pm

4.2. Miracle scaling

Presenter: Marco Matera (I)

Room: Lambertus



How can we help a single client or a team to achieve their goals by using their implicit knowledge?
How can we make the SF approach even more powerful and incisive?

In this workshop you will find answers to these questions and you can learn and make experiences with a simple form of structural constellation (in the tradition of Matthias Varga von Kibéd) as an integration between the scaling component of solution-focused interviewing and structural constellation work.

Miracle scaling is a very fast (10 minutes maximum) incisive and effective tool, and it is especially useful for people to see how to look at relationships with their goals in their life and work, also how to understand their inner embodied wisdom in achieving goals, also how to get out of their own way in realising their goals.

Three things you might learn in this workshop:

- How to understand systemic work and its relationship to the SF approach...
- How to synthesise Time-Line methodology from NLP with the SF approach...
- How to use an innovative form of SF work (The Miracle Scaling methodology) to achieve personal and team goals and objectives.



Saturday, 2:00 pm - 3:30 pm

4.3 Looking Back on the Future - Using scenic simulation to empower the engagement, the spontaneity and creativity of the participants for vision building.

Presenter: Hans-Peter Korn (CH)

Room: Adelheid



Try out a tool to discover ideas for solutions, ways towards solutions and new points of view on challenging tasks in a playful way! Use it next week for your own projects! Offer it to your clients!

"Looking back to the future" is a solution focused scenic simulation method. It serves to discover ideas for solutions, ways towards solutions, and new points of view from the position of the successfully mastered task as a basis for the ensuing structured conceptional work. This method is applicable for all kinds of workshops and serves especially well to create visions, ideas for new products and services and process plans for complex projects. The scenic simulation methods empower the engagement, the spontaneity, and creativity of the participants.

By looking back from the position of mastering the task, participants focus on the solution and on how they successfully coped with the challenges they faced. The process avoids focusing on what might lead to failure. However, such risks are not suppressed: If they arise, they are treated as difficulties and challenges which - looking back - have been resolved. Thus, a positive mood is created without negating difficulties and risks.

This process is one example out of many others for solution focused scenic improvisations. This process uses the especially effective psychodramatic method "sur plus reality", "role play" and "role reversal".



Saturday, 2:00 pm - 3.30 pm

4.4. Solution Focused Mediation in Teams and Organisations

Presenter: Fredrike Bannink (NL)

Room: Laurentius



Instead of focusing on the conflict, in solution focused mediation the focus is on the preferred future: the future with a difference. Clients are capable of formulating their goal and of devising solutions. The expertise of the mediator lies in asking questions which help clients in this respect and which motivate clients to change. The concept and methodology differs significantly from other (problem focused) types of mediation. Conversations become increasingly positive and shorter -- ensuring that solution focused mediation is cost-effective. Also the client's need for autonomy is satisfied.

In this practical workshop you will learn four simple solution focused questions you can use as a mediator, manager, or coach to resolve conflict and develop collaborative relationships.

Three things you might learn:

- What is solution focused mediation?
- What is the role of the solution focused mediator?
- Four simple solution focused questions in mediation



Saturday, 2:00 pm - 3:30 pm

4.5 Case Study: We Know SF works – RBC Bank and Highlands College case study

Presenter: Alan Kay (CAN)

Room: Maternussaal



We know SF works, but our client organisations have to use it in the hallway, in a meeting, in strategic projects, and so on. How do we make SF useful for them - the way they work?

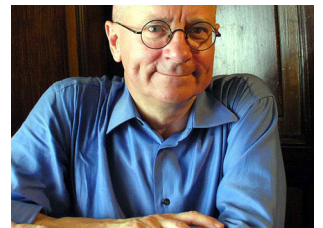
This workshop will explore two aspects of practical SF application in organisations:

- 1) helping staff to notice when they are delivering 10 out of 10 customer experiences
- 2) helping staff notice they can own and be accountable for personal performance.

In case #1 we will review how client teams often want to use research to explore the problems and 'What we could do better'. We will see what happens instead when RBC asked customers what a 10 out of 10 customer experience looked like and how it helped staff notice what they could do more of to give better experiences to more customers. We will look at how they converted the insights into small-steps action.

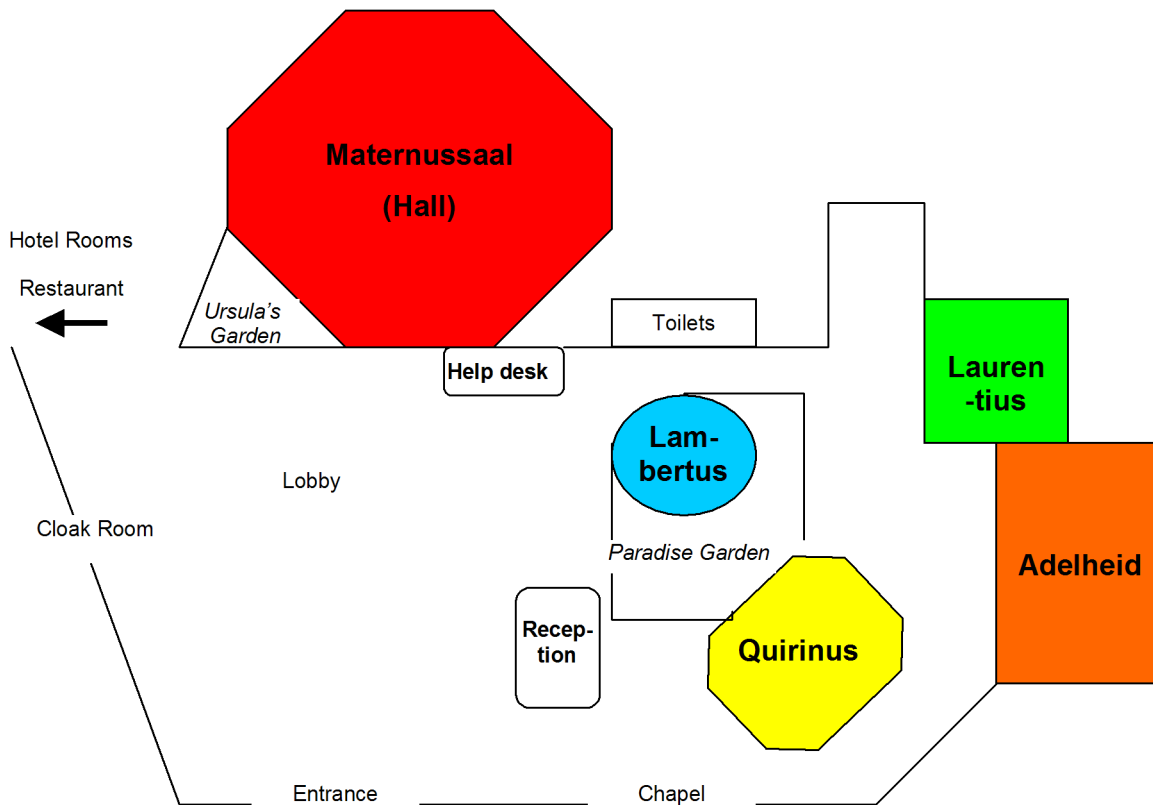
In case #2 we will note how our clients often commit to change objectives that are never seen to happen. When, instead they focus on lots of small actions across the organisation through tools like SF performance rating tools, ownership and accountability for change ripples throughout the organisation.

At this session you will see SF in action in practical every day applications. You will learn how building SF into current practices, e.g., customer research and performance tools can have a ripple-like effect on the organisation.



Plan of the venue

Maternushaus - Ground Floor



Specials on Sunday:

Future plenary









This new format intends to bring people together with shared interests in sf topics and fields of work: sf sales, sf conflict resolution, sf quality management, sf theory without a theory and other hot and emerging topics. Participants will have an opportunity to find like-minded solutionists and make appointments for future cooperation.

Closing Ceremony

At the end of the conference we will pause for a moment and take a look back on a success story: from the beginning of SOLWorld conferences 2002 in Bristol to regional conferences like SOL J 2008 in Tokyo. And we will have a glimpse at the future and hand over the eternal light of the SOLWorld candle to the preparation team for next year's conference in the Netherlands.

Day at a Glance:

Sunday

9:00 - 10:15 am	Future Plenary: Networking on hot and emerging topics	Maternussaal	
10:15 - 10:30 am	Trailer show - Workshops on Sunday	Maternussaal	
10:30 - 11:00 am	Break	Maternussaal	
11:00 - 12 noon	Workshops Slot 5 (60')		
12:00 - 1:00 pm	5.1 Random Coaching - The simple way of being not knowing <i>Dominik Godat (CH)</i>	Quirinus	
	5.2 Positioning SF in the landscape of ideas - update from the Karlstad Group <i>Mark McKergow Karlstad Group (UK & EU)</i>	Adelheid	
	5.3 Shared not-knowing as co-coaches working with a team. <i>Urs Limacher Koechlin, Katalin Hankowszky (CH)</i>	Laurentius	
	5.4 SF action in everyday work <i>Felix Hirschburger (CH)</i>	Lambertus	
	5.5 Case: Implementing SF-Management <i>Stephen Langer (USA) & Klaus Schenck (GER)</i>	Maternussaal	
12:00 - 1:00 pm	Closing Ceremony and Handover to SOL2009 Netherlands		
1:00 pm - 2:00 pm	Lunch	Restaurant	



Sunday, 11:00 am-12:00 noon

5.1. Random Coaching - The simple way of being not knowing

Presenter: Dominik Godat (CH)

Room: Quirinus



Simplify yourself - learn to coach from a "10" on a scale of not knowing ...and if you as coach would suddenly be not knowing?

Imagine how wonderful it would be, if you forgot everything you now know about solution focused coaching. Yes, then you would be on a 10 on the scale of not knowing!

In this workshop, due to the power of randomness, we unlearn a lot of things about solution focused coaching and together we playfully discover the advantages of being not knowing.

In small groups we experience how random coaching works and what implications it gives for everyone's own coaching practice.

In former random coaching workshops the participants discovered interesting things, e.g. concerning the length of a coaching, the power of surprising questions, when to ask and when to be silent, the right order of questions, the rhythm of a coaching, normal and special questions, clients doing solution talk, similar but different questions, etc.

Random Coaching has not only proven to be a good way of coaching but also a very successful learning setting for coaches. Try it out and experience the power of randomness and not knowing!

Come in and find out what a great potential randomness offers us. In this unique learning setting you will not only experience how much fun it can be to be in a state of not knowing, but also learn a lot of things that can be easily transferred to your own coaching practice. Join us and let yourself be surprised.



Sunday, 11:00 am -12:00 noon

5.2 Positioning SF in the Landscape of Ideas - Update from the Karlstad Group
Investigate parallels between SF thinking and other different (but not too different)
intellectual traditions - and practices

Presenter: Mark McKergow & the Karlstad Group (UK & EU)

Room: Adelheid



Interested in broad ways to define and use SF? Interested in the philosophy and ideas that go along with SF practice? Want to see SF more widely known, discussed in used in the big wide world? Then please come and join in with the Karlstad Group.

The group was formed by Mark McKergow (sfwork) and Gale Miller (Marquette University) in June 2007 during a meeting in Karlstad, Sweden.

We seek to:

- Investigate parallels between SF thinking and other different (but not too different) intellectual traditions
- Continue to redescribe SF practice in interesting and different ways
- Investigate and connect with other relevant schools of thought - and perhaps forge continuing links and alliances
- Place SF thinking and practice firmly in the landscape of ideas - as well as the landscape of practice

This workshop will use presentations, group discussion and activities to invite people from the SOLWorld community to get involved in the group's work. We will review the group's progress, summarize our findings so far, invite new contributions and show how the SF field is rich in conceptual as well as practical terms. We will also be seeing how new descriptions of SF practice are emerging and how they change our view of what we do. Other members of the SOLWorld community who have been involved will be invited to share their thoughts and ideas as part of the workshop.

The groundbreaking work of Gareth Morgan in constructing metaphors for organisations will be one parallel to be explicitly addressed during this particular workshop. Morgan's ideas, first published in his classic book *Images of Organisations* (1986) were well ahead of their time, showing the way as they do to multiple descriptions, metaphor-making as action, enacted (rather than rule - followed) systems and organizations and processes-under-construction rather than static machines to be studied and re-engineered. We will be playing with the idea of new metaphors.

The workshop will suit anyone interested in the bigger picture of SF practice. There will be practical outputs, but I don't know what they will be.

Three things you might learn:

- The field of SF is rich in conceptual - as well as practical - terms.
- Many other fields are doing work that can inform what we do - and who would be interested in finding out about us
- Multiple descriptions are at the heart of SF practice - as it is for organizational change.



Sunday, 11:00 am -12:00 noon

5.3 Shared Not-Knowing as Co-coaches Working with a Team

Presenter: Urs Limacher Koechlin, Katalin Hankovszky (CH)

Room: Laurentius



Suppose, we didn't know that not knowing is a helpful state for coaches to be in: how could we observe it? What are coaches doing differently when they are "not knowing"? And while they are "not knowing", do they know that? How can clients recognize this state without knowing about the idea of not knowing? And would it be different, if we work with a team? Do we keep "more knowing" or do we know even less? And would it be different, if we work as co-coaches?

"Not knowing" is a special term in the solution focused approach: perhaps the only one which describes the missing of something instead of telling what's there. The duality of "yes, knowing" or "no, not knowing" is tempting and challenging. We offer our discoveries without knowing, how helpful this will be for you.

We are two coaches being fascinated what resulted after sharing the not knowing to a group. Based on an experience in Switzerland as co-coaches with a team working on their capacities to handle reorganization consequences we would like to share what worked well and to collect preferred team interventions by the SOL community.

Doing this workshop we use fun and playing elements as well as common interventions. The workshop contains the sharing of games and metaphors as helpful team interventions, group discussions about the effects of not knowing and the live demo of a meta talk by two coaches while working with a group.

Three things you might learn:

- Games and metaphors as a shift into a helpful direction?
- How is it not to know the next step as co-coaches working with a group?
- Impact of the meta interaction for the group?



Sunday, 11:00 am -12:00 noon

5.4 SF Action in Everyday Work

Presenter: Felix Hirschburger (CH)

Room: Lambertus



We know so much about SF in theory but how much of it do we actually put into everyday practice?

In this workshop, I will share my personal experience in my HR environment, give some examples how I am using SF. Then we will build groups and you can work on putting useful ideas into your practice”.

We will discuss questions like:

- When were you already able to put some SF ideas into your everyday work (even if it was just a little bit SF)?
- How did you do that?
- What was different then?
- How did other people react to that?
- Where else could you put it into action?
- How can we become more aware of situations with SF potential?

These questions will lead us in our learning process. This will be a very practical, hands-on workshop with many ideas to put directly into action.

Three things you might learn:

- There is also a lot of SF practice going on in my everyday work
- Using everyday pitfalls to introduce SF
- 3 situations where they will practice SF in their work



Sunday, 11:00 am - 12:00 noon

5.5 Case Study: Implementing SF-Management
Supporting a rather problem-ridden state agency to introduce SF management in a
"parallel process" across hierarchical levels.

Presenter: Stephen Langer (USA) and Klaus Schenck (GER)

Room: Maternussaal



Sometimes negatives initiate a positive: Children's Administration (CA), the Washington State (USA) child welfare agency, had so many problems with their alleged problems that almost out of desperation they decided to try, for a change, a Solution Focused Management (SFM) approach. Nasty newspaper comments, legislative disapproval, pressure from the Governor's Office and a SWOT analysis all showed an agency under siege and in trouble. So they invited presentations by several more or less "solution oriented" consultants to identify a suitable "practice model". The agency initially settled on "Solution Based Casework" (SBC) for the interaction between case workers and external customers. Soon they came to realize that a solution orientation at the bottom of the organization doesn't really work without a comparable solution orientation above. "Parallel process" works: If you want your frontline staff to operate in a certain way, better make sure their supervisors and management operate as role models ...

Somewhat surprisingly, the agency chose to implement a slightly different approach with their management: "Solution Focused Management". Even more surprising, they started that approach by choosing a combination of a "foreign expert" (from Germany!) and an experienced local solution focused consultant. This added in interesting ways to the already employed consulting companies for SBC and, yet another one (Boeing), for process consulting.

Implementation of SFM kicked off with a two day workshop for the agency's top management team, including the process consultants. This introductory workshop was then taken "on the road" to different parts of the agency state-wide. In addition, a peer consultation group system, additional workshops and individual consultation was added to help CA integrate SFM practices as they start implementing SBC at the field level. We would like to report in our workshop how the - still ongoing - further implementation process is unfolding, early payoffs for CA and what is working in integrating the multitude of parallel change efforts across various hierarchical levels of the organization, including several external consulting organizations at the same time.

Your benefit: Find out how SFM is being integrated into a large (2800 employee) social service organization, including pitfalls and what seems to be working.

Who: Anyone who is considering consulting with a large social service organization and changing the "corporate culture" along SFM lines.

What: Presenting a case study with an analysis of what is being learned by the implementation of SFM via case presentation, PowerPoint, discussion.



Useful telephone numbers:

In case of emergency: Emergency - Police +49-221-110

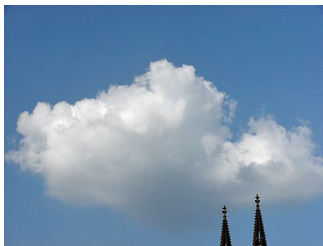
Transportation / Taxi / Railway: Colonia-Taxi Fixed price City to airport Köln/Bonn:
26€, plus 5€ for a large taxi +49-221-8605321
Taxi-Ruf Taxi +49-211-2882
Train information www.bahn.de
toll free 0800-1507090
toll free from mobile 01805-221100

Venues and hosts

Maternushaus	+49-221-16310
Fährhaus Rodenkirchen	+49-221-9359969
Kirsten Dierolf	+49-172-7634387
Peter Röhrig	+49-179-5234686

What to do when you missed the boat to the Fährhaus Rodenkirchen, Steinstrasse 1?
You can take a Taxi: approx. 15 € one way, (taxi for up to 8 persons: approx. 20 €)

Or you take it sportive and go by Tram / Metro: S16 Direction Bad Godesberg / Wesseling or Sürth, start at Dom/Main Station, exit 22 minute later at Rodenkirchen Bf and from there take a 10 minute walk to the Fährhaus.



Welcome to Cologne

where the cathedral spires tower over Germany's oldest city and its innumerable cultural and historical treasures, world-famous museums and active art scene. The world feels at home in Cologne, where people meet for a Kölsch, a chat or simply a laugh. Life in Cologne is uncomplicated and vivacious.

More information: <http://www.koeln.de/en/index.html>



The Cologne constitution - Et Kölsche Jrundjesetz

There are some simple rules that arrange life in Cologne - maybe since its foundation by the Romans. They make life easy and kind of weightless. You won't be surprised to find some similarities to solution focused thinking.

Article 1

Et es wie et es. - It's just the way it is. (Face up to the facts.)

Article 2

Et kütt wie et kütt. - It comes the way it comes. (Don't worry about the future.)

Article 3

Et hätt noch immer jot jejange. - Everything's gonna be alright. (Learn from past successes.)

Article 4

Wat fott es es fott. - If it's gone, it's gone. (Don't mourn about lost things.)

Article 5

Nix bliev wie et wor. - Everything must change. (Be open for new developments.)

Article 6

Kenne mer nit, bruche mer nit, fott domet. - There are things we really don't need. (Be sceptical, if innovations get out of hand.)

Article 7

Wat wellste maache? - There is nothing you can do about it anyway (Accept your fate.)

Article 8

Mach et jot ävver nit ze off. - Enjoy and don't exaggerate. (Take care of your health.)

Article 9

Wat sull dä Quatsch? - What's that rubbish good for? (Always ask the universal question first.)

Article 10

Drenk doch eine met! - Come on, let's have a drink! (Satisfy the commandment of hospitality.)

Article 11

Do laachste disch kapott. - There's nothing but a sense of humour (Preserve your healthy attitude)

Article 12

Jede Jeck es anders. - Nobody's perfect. (Accept diversity.)



The SolWorld Charter sets out our guiding principles. The strap line is "Sharing and Building Solutions Focused practice in organizations". For us, sharing is the key word. The organization works along clear and rather unusual principles, which do seem to work in practice for us - with over ten international events so far I think we can feel quite proud. Here are the key principles:

- * There are no members of SolWorld. You can't join it; you can only join in with it.

- * There are no subscriptions and no need to spend a lot of time with member databases and chasing members for the next subscription. (I know one organization which has since collapsed, which charged £40 a year to join and spent about £35 per member on office administration, mostly chasing the subs.) As there is no membership fee, there is no sense of "What do I get for my money?" It's up to people to act to benefit from their involvement.

- * There is no bank account, and no need for a bank account. And since there is no bank account and no members, there is no need for an annual report about what happened to the (non-existent) money, or for accountants and auditors. This is all very minimal, in keeping with SF ideas. The listserv and website are paid for by a levy paid by the organizers of the International Conference. This levy is set at a level to just recover the costs associated with the listserv and website, typically around \$5 - €5 per conference participant.

- * There are no officers of SolWorld; no President, Secretary etc. There is a Steering Group, whose members are all volunteers.

* Anyone who wants to be on the Steering Group can be on it. The role of Steering Group members is to add their names and reputation to SOL events; to be involved in building the profile of SolWorld; to be involved in the policy development, planning and quality management of future events; to come to the international SolWorld conferences as a participant (and possibly as a presenter) to share, learn and participate; to be involved in planning and executing specific aspects of future conferences. The duties are not onerous and in return, members' names and contact details are listed on the website.

* SolWorld events are organized by individuals or groups, NOT by the Steering Group. The organizers decide on the event they want to run, and then run it to the best of their ability, drawing on the experience of the other Steering Group members. Anyone can put on a SOL event as long as it has the support of the Steering Group.

The organizers risk their own money in putting the event on, and can decide what to do with any profit including keeping it. There have been examples (after Interlaken 2005) of profits being passed on, perhaps to support bursaries for participants from developing countries or other good works. This is at the discretion of the organizers who earned the money in the first place.

There can therefore be no question of people moaning about what the group is or is not doing. Anyone can join the Steering Group and voice their views, or come to the public meeting at the international conference each year.

I think there is a great power in these arrangements. It puts the responsibility on all of us to make things happen and to keep making things happen directly and indirectly. If no-one wants anything to happen, then nothing will happen.

Mark McKergow
Writing in 2008



The SOLWorld Steering Group at the Conference in Bruges 2007

See you at the SOLWorld Summer University in Vilnius 31 August to 6 September 2008 and at the 8th SolWorld Conference in the Netherlands, 15 to 17 May 2009.

The Cologne Conference preparation team



Peter Röhrig is a solution focused organizational consultant, facilitator and executive coach with a formal education as economist and social psychologist and a Ph.D. in the social sciences. As a recovering former manager, he wholeheartedly supports people in challenging leadership positions. One of his main working areas is quality development, with a special emphasis on the health and social sector. Peter is committed to the international SOLWorld-network and faculty member of the SOLWorld Summer University. He offers advanced training in sf consulting and workshop-design.

www.consultcontor.de



Kirsten Dierolf, M.A., PCC works as an executive coach and designs global leadership development programs for multinational corporations mainly in the pharmaceutical industry, in banking, automotive, IT and steel industry. She also facilitates large group and expert team events. Kirsten is actively involved in researching how solution focus can contribute to a new paradigm in leadership, management and organizational psychology and trains consultants and managers in the solution focused approach. Last but not least, she is the proud mother of three wonderful sons and two very sweet tomcats.

www.solutionsacademy.com



Max Dorando is a senior consultant at ConsultContor, Cologne. His main working area is organisational and personal development in the industrial sector. He lives intercultural relations and has found a new passion in Viktor Frankl's logotherapy.

www.consultcontor.de



Christine Kuch is a psychologist, quality manager and solution focused consultant/trainer. Since 1994 she provides solution focused consulting for service and health care organizations and public administration, from strategic development to practical implementation. Her main topics as trainer and coach are: quality and organizational development, leadership, project management and communication. Research in initiation of organizational development and interactive decision-making.

www.medcoaching.de



Petra Nickels-Lauterbach, PCC, is an experienced trainer, coach and consultant mainly working in the field of performance improvement for individuals e. g. managers, team leaders and teams. In her workshops and coaching sessions, she concentrates on core competences and future perfect to create step-by-step action plans. As former manager in the pharmaceutical industry, Petra is goal-driven and combines coaching methods with management techniques.

www.ubnl.de



Gesa Niggemann, trainer, consultant and coach at Neuland & Partner, Fulda. She was trained in SF Brief Therapy at the NIK in Bremen. Working topics are creative consulting in change processes. She has a passion for hiking, gardening and singing in the a-cappella-sextet „Die Loreleyas“.



Klaus Schenck works as freelance trainer, coach and process consultant, focusing on strategy, innovation, project management, and appreciative development. The sources he taps into are: 12+ years bio-research, 12+ years medical device industry management; 15+ years contact to Ericksonian, systemic and solution focused counselling concepts, a Ph.D. in molecular biology - and now his sixth SOL-conference

<http://klaus.schenck.googlepages.com>



Barbara Schumann leads a practice for integral medicine with a focus on Traditional Chinese Medicine, Kinesiology and Health Care Balance. She is the senior trainer at the AWH academy for medical professions in Bonn. She studied SF consulting with Steve de Shazer and Peter Röhrig, attended SOL conferences and Summer universities since 2005 and works successfully with the SF approach in her practice in particular in cases of infertility and chronic diseases.

www.tcmBonn.de



Annie Bordeleau (M.A. Education) specializes in enhancing the efficiency of communication in international companies and intercultural contexts. In Montreal, she worked in the field of education, consulting and training elementary school teachers in their use of cooperative learning methods. Since she lives in Germany (1999), she works as a communication skills trainer and solution-focused coach. She is currently focussing her efforts on offering SF team coaching and seminars on leading effective discussions. Annie is bilingual in English and French and speaks fluent German and Spanish.

www.bordeleau.de



Veronica Hughes-Friederichs, Solution Focused Brief Therapist and Coach. has a Private Practice in Düsseldorf since January 2000 and over 30 years experience in Social Work and Relationship Counselling. She is a native English speaker from Ireland and has been married to Bernhard from Cologne since 1989. Her clients are from the International Community who require help with a variety of troubles including stress, anxiety, cultural issues, addictions, relationship difficulties with both family and partners and work related concerns.

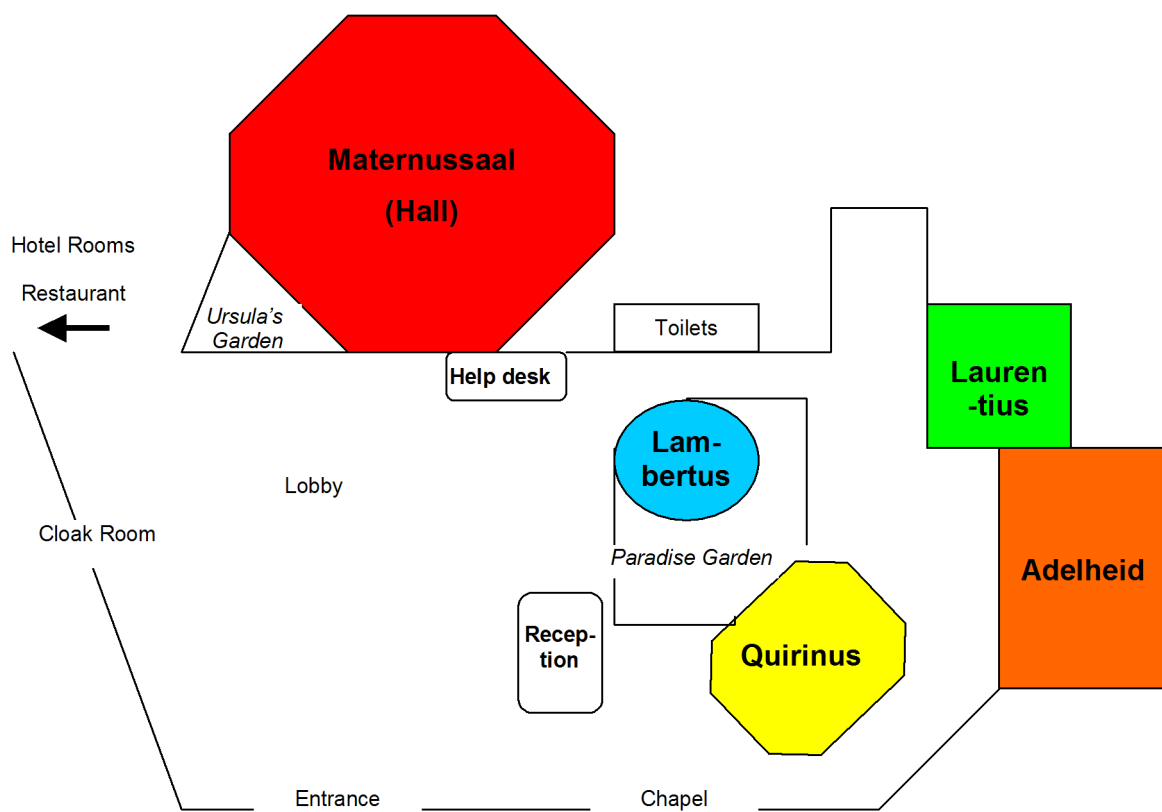
www.facecoaching.com



Judith Tausendfreund, M.A. has been working as a journalist and editor for several projects since 1993. After studying ethnology, social studies and geography she worked out her focus on content managementsystems and multidimensional data bases. Since 2003 she has been working as a freelancer und in 2006 she got her licence as an accredited PR advisor. She is responsible for the implementation of this programme booklet and the website of the 2008 SOL World Congress.

www.nettgemacht.de

For your notes:





VOM GROSSEN GANZEN UND DER LIEBE ZUM DETAIL. Kongress- und Tagungsorganisation mit WOK

Bestellen Sie den Leistungskatalog für's große Ganze und die WOKbox für die Liebe zum Detail, wenn Sie mehr über WOK erfahren wollen:

Agentur WOK GmbH | Palisadenstraße 48 | 10243 Berlin

Telefon +49 (0) 30.49 85 50.0 | Telefax +49 (0) 30.49 85 50.40

info@agentur-wok.de | www.agentur-wok.de