



# THIS CODE OF ETHICS SERVES AS THE GLOBAL ETHICAL BENCHMARK FOR FACILITATORS CERTIFIED BY INIFAC

The International Institute of Facilitation believes that all facilitators certified by INIFAC have a legal and ethical responsibility to their participants, clients, and colleagues. This Code of Ethics is signed by all our certified facilitators, and states that it is the responsibility of the certified pers to act with:

- 1 Honesty when meeting clients' needs
- 2 Commitment to a high set of standards of personal honor and professional integrity.
- 3 Competence in the experience and knowledge of any facilitation services being delivered.

This Code of Ethics and professional standards guideline comprises five responsibilities, which define the ethical practices, conduct, and obligations expected of a person certified by INIFAC. The five principles are:

**Responsibility 1:**

Obligation To The Profession of Facilitation

**Responsibility 2:**

Obligation To Professional Competence

**Responsibility 3:**

Obligation To Clients and Participants

**Responsibility 4:**

Obligation To Self

**Responsibility 5:**

Obligation To All Involved For The Ethical Use of Information

## RESPONSIBILITY 1: OBLIGATION TO THE PROFESSION OF FACILITATION

The person certified by INIFAC is committed to providing high-quality and effective services. They continually strive to demonstrate their competence and hold themselves and others to the same set of ethical standards by:

- 1 Demonstrating a commitment to providing high-quality and effective facilitation services.
- 2 Engaging in professional, respectful, and collaborative relationships with colleagues.
- 3 Respecting colleagues as fellow professionals and maintaining civility when differences arise, including not maliciously injuring the reputation or business of another colleague.
- 4 Charging fees that are reasonable and commensurate with the services to be delivered.
- 5 Establish a mutual understanding with clients about the objectives, scope of work, and work plan as well as realistic expectations about the results of the services to be rendered before accepting any assignment.
- 6 If changes in the scope of work arise during the assignment, negotiate adjustments in good faith.



## RESPONSIBILITY 2: OBLIGATION TO PROFESSIONAL COMPETENCE

The person certified by INIFAC is committed to demonstrating the knowledge, skills, and experience required for their professional and certification competence. They provide additional support to the profession through mentoring, coaching, promoting concepts related to facilitation.

They maintain this ethical standard by

- 1 Demonstrating a commitment to providing high-quality and effective facilitation services.
- 2 Offering services only within their professional knowledge, skill base, and scope of practice.
- 3 Committing to ongoing professional learning.





## RESPONSIBILITY 3: OBLIGATION TO CLIENTS AND PARTICIPANTS

The person certified by INIFAC is committed to maintaining trust, respect, and confidence in their role as a facilitator. They maintain this ethical standard by:

- 1 Serving their clients with integrity, honesty, competence, independence, objectivity, and professionalism
- 2 Defining their roles and responsibilities to foster trust, respect, and cooperation with and among group members.
- 3 Fostering a group environment that promotes collaboration celebrates diversity and inclusion, and protects against discrimination.
- 4 Avoid conflicts of interest, or the appearance thereof and immediately disclose to the clients any circumstances that may influence the facilitator's judgment or objectivity.
- 5 Refrain from inviting an employee of an active or inactive client to consider alternative employment without prior discussion with the client.



## RESPONSIBILITY 4: OBLIGATION TO SELF

The person certified by INIFAC is responsible for their ethical conduct, including awareness of their cultural backgrounds, beliefs, values, and biases. They demonstrate a high standard of professional behavior and integrity by:

- 1 Striving to develop and maintain a healthy level of personal and professional growth to ensure they are capable of giving optimal services to their clients.
- 2 Committing to continuous learning to ensure their knowledge and skills are relevant and advancing.
- 3 Staying current with laws, regulations, and policies, and terms of use in the jurisdictions in which they practice and adjust their practices accordingly.
- 4 Upholding the highest standards of conduct in every professional and personal situation, perform all work with the highest level of discretion, and accept responsibility for their professional and personal actions and decisions.





## RESPONSIBILITY 5: OBLIGATION TO ALL INVOLVED FOR ETHICAL USE OF INFORMATION

The person certified by INIFAC considers the impact of consuming, creating, distributing, and communicating information. They are vigilant to ensure the appropriate boundaries and roles are maintained.

- 1 Respecting intellectual property and ownership rights, by sourcing and crediting data or materials from published, unpublished, or electronic sources when disseminating information;
- 2 Informing participants of the limits of confidentiality, except when a lack of disclosure would result in the risk of serious harm to others.
- 3 Respecting the privacy of individuals and the organization by not sharing any private or confidential information without specific authorization.
- 4 Leading and engaging professional conversations about ethical conduct.
- 5 Maintain client confidentiality when creating, storing, disseminating, retaining, and disposing of information.
- 6 Making thoughtful decisions when disclosing personal information while using social media.
- 7 Considering how their public conduct may reflect on themselves and their profession.



# RESOLVING ISSUES STEMMING FROM A CODE OF ETHICS VIOLATION

The person certified by INIFAC fulfills their obligation to this Code of Ethics by addressing and attempting to resolve ethical issues through:

- 1 Confronting and taking reasonable steps to resolve conflicts between the Code and the implicit or explicit demands of a person or organization.
- 2 Staying true to this Code of Ethics by taking proactive steps when you have reason to believe that another INIFAC certified facilitator may be approaching or involved in an ethically compromising situation up to and including reporting it to the Chairperson of INIFAC's Board of Directors and its Executive Director.
- 3 Not discriminating or retaliating against a person on the basis of having made an ethical complaint.
- 4 Not filing or encouraging Code of Ethics complaints for the purpose of doing harm or retaliating.
- 5 Cooperating fully during a Code of Ethics investigation.







# FILING A COMPLAINT

A complaint may be filed with INIFAC's Executive Director and the Chair of the Board of Directors.

INIFAC's Board of Directors has the primary authority to determine whether a violation of the Code of Ethics has occurred and what penalty (including potential termination of certification and reporting to appropriate legal authorities) should be imposed. INIFAC follows a process designed to protect the rights of both the complaining party and the facilitator, who is the subject of the complaint. A Board of Inquiry (BOI) will be formed to investigate the complaint. The BOI will comprise 3 to 5 members chosen from the Board of Directors and tenured CMF®s. The complaining party, the facilitator, and the subject of the actions in question cannot be on the BOI. Upon completion of the investigation, the Board of Directors will be informed of the recommendations by the BOI. In addition to reviewing the supporting material, the Board of Directors may interview any of the participants in the inquiry. The INIFAC Board of Directors is responsible for making the final decision on any action taken or not taken. INIFAC follows a process designed to protect the rights of both the complaining party and the facilitator, who is the subject of the complaint. If INIFAC finds that a violation has occurred, the facilitator may appeal the decision by asking for a second review by the INIFAC Board of Directors. All complaints and proceedings related to the complaint will be confidential.

As INIFAC certified facilitator, I hereby commitment to adhering to the INIFAC Code of Ethics, including any published updates:

Signed:

Dated:

Print Name:

To be signed and submitted with the Phase 1 package for INIFAC certification.