

Facilitation at a Glance!: Your Pocket Guide to Facilitation (Memory Jogger)

Ingrid Bens

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Facilitation at a Glance!: Your Pocket Guide to Facilitation (Memory Jogger) Ingrid Bens Facilitation skills are crucial to the success of groups and teams. Facilitators guide and direct the process, therefore resulting in more effective and efficient projects. Considering all the meetings that project managers and leaders hold, it s easy to see why facilitation is fast becoming recognized as an essential core skill! Not only do project managers need to know how to run highly effective meetings, they also need strategies for creating buy-in, overcoming resistance and building true consensus.

After more than 12 years as a best seller, *Facilitation at a Glance!* is now in its third edition packed with even more resources, exciting tools, and a new concise look!

Ingrid Bens, a nationally known consultant and trainer, continues to enlighten us with a comprehensive overview of the role of the facilitator and the essential core practices that are always in play. Included is a compendium of strategies for gaining buy-in, ensuring participation, overcoming resistance, building consensus and creating a positive team climate.

The book retains all the tools that made the first two editions so popular: the summary pages, checklists and tip sheets. Existing sections about what to do at the start, middle and end of facilitated sessions have been greatly expanded. Decision-making methods have been revamped to include more strategies about when to use each approach. New bonus material has been added to the conflict management chapter related to ineffective behaviors. By user demand, we have additional process tools and more about facilitating distance meetings.

The most notable update is an entirely new chapter about how leaders can balance the facilitator role with their other duties, since most facilitation is actually done by leaders and not neutral outsiders.

We are confident that this NEW and improved version of *Facilitation at a Glance!* will become an indispensable part of your toolkit!



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