



How To Be An Effective Facilitator: EBook Edition

Charles M. CADWELL

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How to keep a person or team on track and work well with diverse personalities. By definition, a facilitator is a person who makes things easy. But if you sometimes find the role to be tough—mainly because you're a manager, not a professional facilitator—this targeted book provides all the help you need. It teaches you the skills needed to keep a person, group, or team on track, and it shows you how to work well with diverse personalities. Designed for general managers whose time is at a premium, the book presents a six-step process and tools that you can apply in any situation—whether you're facilitating a short-term problem-solving session or a multi-year strategic planning project. You will learn how to:

- Build commitment and foster a "we" approach
- Develop effective, time-saving agendas
- Deal with equipment and logistics, such as room setup and flip chart techniques
- Utilize different types of questioning techniques
- Become an active listener
- Give better feedback
- Use tools such as brainstorming and storyboarding
- Avoid groupthink.

This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.org or purchase an online version of the course through www.flexstudy.com.



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