

How to be an effective facilitator

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Abstrak

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.