



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

By Ingrid Bens

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Publisher Note: This book was updated with a fourth edition published on November 23rd 2016 and is currently available from the publisher GOAL/QPC and Amazon.

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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Editorial Review

Review

When members call us for a resource, the one we always recommend is Facilitation At A Glance!; because its so easy to read and practical. --Geetha Balagopal, Team Competition Coordinator --The Association for Quality and Participation

A quick read, useful summary of a range of techniques and attitudes requiredfor facilitation. I'll be going back to this as a reference in the future. --Leisa

Quick guide to basic facilitation techniques - decision making, conflict resolution, process tools. Clearly written and solid content. The tiny size makes it perfect for carrying in your pocket and reading on the go, to make use of those moments of waiting at the bus stop or in the cashier line. --Riitta Toivonen

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About the Author

Ingrid Bens, Author

Ingrid Bens is a consultant and trainer whose special areas of expertise are facilitation skills, team building, conflict management, employee and organizational change. She has a Master's degree in Adult Education and more than twenty-five years of experience as a workshop leader and organization development consultant. The workshops she currently conducts address core facilitation skills, advanced facilitation skills, and facilitative leadership strategies. Bens is the founder of both Participative Dynamics, a consulting firm located in Sarasota, Florida, and FacilitationTutor.com, an on-line learning portal.

Past clients of Ingrid Bens include: General Electric Canada, Ontario Securities Commission, Bayer, Royal Bank, Nabisco Foods, Ontario Cancer Institute, University of Toronto, Philadelphia Children's Hospital, Guillemin International, Bell Canada, Noma Industries, Moore Business Forms, NOAA, Harley-Davidson, CIBA-Geigy, Honeywell, Cardinal FG, Baystate Health Services, Baxter Corporation, KPMG, Harcourt Brace, The Boeing Company, The National Education Association, AARP, City of St. Petersburg, Florida, US Federal Deposit Insurance Corp, Eaton Cutler Hammer, EPA, Reliant Energy, St. Luke's Medical Group, Sarasota County Government, Genzyme, USDA Graduate School, U.S. Sugar, NASA, CitiGroup, Genzyme.

Ingrid Bens has also been designated to be a Certified Professional Facilitator by the International Association of Facilitators.

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Gerald James:

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