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The Facilitator Excellence Handbook

Fran Rees



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This is the thoroughly revised and updated edition of the best-selling *The Facilitator Excellence Handbook*. Written for both new and experienced facilitators, the second edition of *The Facilitator Excellence Handbook* offers a comprehensive guide for understanding the full range of skills, processes, and knowledge needed to become an effective facilitator. The book addresses a variety of facilitation opportunities, challenges, and problems and also contains

- A variety of verbal and nonverbal facilitation techniques
- Step-by-step facilitation processes and tools
- Information on how to facilitate conflict resolution in groups and how to facilitate difficult situations
- Instructions for designing and leading group work
- Examples of how various levels of facilitator competency are called for in different types of groups
- Techniques for facilitating meetings, teams, virtual teams, and organization-wide projects
- Discussions on the art of facilitating and what makes a great facilitator

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