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THE CALCULUS OF DIVERSITY THE LIMITS OF TOLERANCE; STRETCHING THE LIMITS; PARAPHRASING; DRAWING PEOPLE OUT; MIRRORING; GATHERING IDEAS; STACKING; TRACKING; ENCOURAGING; BALANCING; HELPING PEOPLE LISTEN TO EACH OTHER; MAKING SPACE FOR A QUIET PERSON; ACKNOWLEDGING FEELINGS; VALIDATING; EMPATHIZING; INTENTIONAL SILENCE; LINKING; LISTENING FOR THE LOGIC; LEGITIMIZING DIFFERENCES; LISTENING FOR COMMON GROUND; LISTENING WITH A POINT OF VIEW; SUMMARIZING; 5 CHART WRITING TECHNIQUE; THE POWER OF A GROUP MEMORY; THE ROLE OF CHART WRITER; LETTERING; COLORS; SYMBOLS; FORMATS; MORE FORMATS FORMATS FOR OPEN DISCUSSION SPACING; TIPS AND TECHNIQUES; AFTER THE MEETING; 6 BRAINSTORMING; THE COST OF PREMATURE CRITICISM; SUSPENDED JUDGMENT; COMMON QUESTIONS AND ANSWERS; OTHER EXPERTS 'GROUND RULES FOR BRAINSTORMING; BRAINSTORMING COMBINED WITH INDIVIDUAL WRITING; CREATIVE EXTENSIONS OF BRAINSTORMING; FACILITATOR TIPS FOR BRAINSTORMING; 7 TOOLS FOR MANAGING LONG LISTS; CATEGORIZING IN THE REAL WORLD; INTRODUCTION; INSIGHTS; OPTIONS; TWO METHODS OF CATEGORIZING; CREATING CATEGORIES BASED ON PREDEFINED CRITERIA; CATEGORIZING WITH STICKY NOTES; CATEGORIZING QUESTIONS AT A LAUNCH MEETING SELECTING HIGH-PRIORITY ITEMS FROM A LONG LIST METHODS; FORMATS; TEN COMMON TACTICS; FOR MISHANDLING A LENGTHY LIST; 8 FACILITATING OPEN DISCUSSION; FACILITATING OPEN DISCUSSION; INTRODUCTION; FACILITATING OPEN DISCUSSION; ORGANIZING THE FLOW OF A DISCUSSION; TECHNIQUES FOR BROADENING PARTICIPATION; HELPING INDIVIDUALS MAKE THEIR POINTS; MANAGING DIVERGENT PERSPECTIVES; STARTING AND ENDING OPEN DISCUSSION; CONCLUSION; 9 ALTERNATIVES TO OPEN DISCUSSION; MANAGING GROUP ENERGY; INTRODUCTION; GROUP ENERGY IN EVERYDAY LIFE; A KEY INSIGHT FOR MANAGING GROUP ENERGY; LISTING IDEAS; RECOMMENDED USES PROCEDURE

Sommario/riassunto

Unleash the transformative power of face to face groups The third edition of this ground-breaking book continues to advance its mission to support groups to do their best thinking. It demonstrates that meetings can be much more than merely an occasion for solving a problem or creating a plan. Every well-facilitated meeting is also an opportunity to stretch and develop the perspectives of the individual members, thereby building the strength and capacity of the group as a whole. This fully updated edition of The Facilitator's Guide to Participatory Decision-Making guides readers through the

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