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Nota di contenuto	The Handbook for Working with Difficult Groups: How They Are Difficult, Why They Are Difficult and What You Can Do About It; Contents; Preface; About the Contributors; Introduction: Working with Difficult Groups: A Conceptual Framework; Chapter One: Keeping Difficult Situations from Becoming Difficult Groups; Chapter Two: Building an External Focus: Avoiding the Difficulties on an In-grown Team; Chapter Three: The Downside of Communication: Complaining Cycles in Group Discussions; Chapter Four: Facilitating Multicultural Groups Chapter Five: Interpersonally Hostile Work Groups: Precipitating Factors and Solutions Chapter Six: Diversity by Design: Creating Cognitive Conflict to Enhance Group Performance; Chapter Seven: Facilitating Inclusion: Study Circles on Diversity and Student Achievement; Chapter Eight: Overcoming Sources of Irrationality That Complicate Working in Decision-Making Groups; Chapter Nine: Working Without Rules: A Team

in Need of a Different Picture; Chapter Ten: Interaction Archetypes: Keys to Group Difficulty and Productivity; Chapter Eleven: Virtual Teams: Difficult in All Dimensions
Chapter Twelve: Politics of the Arts: Challenges in Working with Nonprofit Boards Chapter Thirteen: Competitive Group Interactions: Why They Exist and How to Overcome Them; Chapter Fourteen: Active Facilitation: How to Help Groups Break Through "Mutual Stalemate"; Chapter Fifteen: Mediating History, Making Peace: Dealing with the "Messy" Stuff in the Conciliation Process; Chapter Sixteen: Deep Democracy: Multidimensional Process-Oriented Leadership; Chapter Seventeen: Authentic Relationships and Collective Psychological Capital Chapter Eighteen: How Leaders Can Make Diverse Groups Less Difficult: The Role of Attitudes and Perceptions of Diversity Chapter Nineteen: The Hero's Journey: Helping Inflexible Groups-and Inflexible Facilitators-Get Unstuck; Chapter Twenty: Difficult Groups or Difficult Facilitators? Three Steps Facilitators Can Take to Make Sure They Are Not the Problem; Key Terms; References; Name Index; Subject Index

Sommario/riassunto

Praise for The Handbook for Working with Difficult Groups "Beginning with a conceptual framework useful to understand effective group functioning, The Handbook for Working with Difficult Groups continues with twenty chapters, each describing a common challenge a facilitator can face, examining the research available to understand the difficulty, and then offering pragmatic interventions a facilitator can use to deal with this challenge. A must-read for any group facilitator."-David Straus, founder, Interaction Associates "If you're looking for ways to make your team more producti
