

1. Record Nr.	UNINA9910956623403321
Autore	Maxey Cyndi
Titolo	Fearless facilitation : the ultimate field guide to engaging (and involving!) your audience / / Cyndi Maxey and Kevin O'Connor
Pubbl/distr/stampa	San Francisco, : Jossey-Bass & Pfeiffer Imprints, Wiley, 2013
ISBN	9781118417508 111841750X 9781299385184 1299385184 9781118420614 1118420616
Edizione	[1st ed.]
Descrizione fisica	1 online resource (204 p.)
Altri autori (Persone)	O'ConnorKevin <1947->
Disciplina	658.4/52
Soggetti	Business presentations Business communication
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Preface -- Acknowledgments -- About the authors -- Introduction -- Heard on the street : the audience does know! -- The audience doesn't lie -- It's about time! -- It all begins with courage -- Keys to facilitate fearlessly -- And on a final and very important note-- -- Organic facilitation -- Organic facilitation is less known -- Organic facilitation is healthier in the long run -- Organic facilitation takes time to perfect (or, actually, make appear imperfect) -- Intimacy is key -- The fourth wall -- The wall it's ok to break -- Food, fun, and safety -- Tools for your fearless tool bag -- Rules for breaking the wall -- Dance naked! : the wisdom is in the room -- How to work (and not work) the room -- How fred friedman broke the fourth wall -- Have fun with one or with one hundred -- Take it professionally, not personally -- As you begin, notice who is "with" you through their reactions, eye contact, or what seems to be working, even in a small way -- Be ready to adapt -- Know that you can't win them all -- Yes, facilitation works with very large audiences! -- Adapting to an unexpectedly small audience -- Coach's comments -- Dialogue not monologue (worse, duologue) --

Conversation is not easy for most -- Can you converse without a cocktail? -- Conversation: begin at the beginning -- The break is never really a break -- Dialogue during your meeting -- Dialogue post-meeting -- Coach's comments -- The set-up: making it happen -- The learning environment -- You can always facilitate, no matter the circumstances -- Lessons from one executive's transformation -- Coach's comments -- Listen live, then disappear! -- What oprah and larry know -- What the best do not do -- What the journalist uncovers -- What the orchestra conductor knows -- What the sales professional knows -- Really good facilitators use these questions -- Really good facilitators avoid these questions -- What listening live is not -- Timing is everything -- Your natural resources -- Coach's comments -- Go with it! -- Take what they give you -- Trust! -- When you know more and they came to hear it -- When you need to (and should) keep emotion at bay -- When you can't think and hit at the same time -- Home run! -- Coach's comments -- It's about the audience, first and always, in all ways! -- What a ninety-one-year-old knows -- What a professional magician knows -- What an eighth-grade teacher knows -- What engineers know -- Connection is never perfection -- What the professional comedian knows -- Audiences will react differently to the same story -- Avoid death by committee -- Yikes! a whole room full of-- -- When times go less well than planned -- People and groups who exhibit predictable challenges -- People who are disconnected -- Only one person to facilitate -- In your writing, especially when you need to persuade -- Gaining traction -- Keeping momentum -- When all else fails . . . people who won't change, no matter what -- Conclusion: now is the beginning of your new skill -- Appendix a: sure things : eight discussion topics that never fail -- Appendix b: four keys to making it easier -- Appendix c: momentum magic -- Appendix d: oops! when meetings don't go so well -- Appendix e: techniques for teleconference and virtual meeting facilitation.

Sommario/riassunto

As the workforce ages and younger trainers and managers emerge, facilitation skills take on a new importance and, with the increased use of social networks, new facilitation skills are needed. Written by two facilitation gurus, this book shows how to make any learning environment come alive. It outlines proven guidelines any trainer can use to unify groups, inspire creativity, and get audiences, teams, and colleagues to speak up, talk back, participate, and engage in meetings.
