



The Secrets of Facilitation: The S.M.A.R.T. Guide to Getting Results With Groups

By Michael Wilkinson

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The Secrets of Facilitation delivers a clear vision of facilitation excellence and reveals the specific techniques effective facilitators use to produce consistent, repeatable results with groups. Author Michael Wilkinson has trained thousands of managers, mediators, analysts, and consultants around the world to apply the power of SMART (Structured Meeting And Relating Techniques) facilitation to achieve amazing results with teams and task forces. He shows how anyone can use these proven group techniques in conflict resolution, consulting, managing, presenting, teaching, planning, selling, and other professional as well as personal situations.

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Editorial Review

Review

“One of the single most powerful processes is the ability to successfully lead a group to an impactful, actionable outcome. In *The Secrets of Facilitation*, beginning and experienced facilitators alike, will find tools to take their results to the next level.” --Jim Canfield, chief learning officer, TEC International

"This book shares ‘The Secrets’ that have been the basis of my facilitation practice for over a decade."--Kerri McBride, past chair, International Association of Facilitators

"In my career, I've seen many, many facilitators. Michael Wilkinson is the best. ‘The Secrets’ explain why."--Len Roberts, CEO, RadioShack

“We have trained over 100 leaders and business analysts in ‘The Secrets.’ Great facilitation works.” -Peter Scott, executive general manager, MLC – National Australia Bank

“At last there is a practical, hands-on guide for anyone who works with groups or teams. This book delivers!”--Ann Herrmann-Nehdi, CEO, Herrmann International, Herrmann Brain Dominance Indicator

“Michael Wilkinson is hands down the most talented and effective facilitator with whom I have ever worked or seen. He combines his proven facilitation techniques and approaches with a keen strategic and business sense to consistently produce performance-based results.”--Brian A. Gallagher, president and CEO, United Way of America

“As the superintendent of a school district in the middle of an intensive organizational reform, I know the importance of facilitative leadership. Anyone who is considering organizational change will welcome this precise, concise, and lucid guide.” --Beverly Hall, superintendent, Atlanta Public Schools

From the Inside Flap

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Using this resource as your guide you will learn how to

- Ask questions that ignite a bonfire of responses
- Dynamically address the three reasons people disagree
- Resolve dysfunctional behavior in four stages
- Build consensus in meetings with five strategies

In addition, The Secrets of Facilitation is chock-full of real-world learning from myriad case studies and sample dialogues. Written as a practical resource, the book's numerous tips and checklists can be put into immediate use. Keep The Secrets of Facilitation handy to help you

- Get people excited and participating right from the beginning
- Use specific follow-up questions to challenge or probe responses
- Float an idea without disempowering the group
- Keep the energy high over a multi-day session
- Develop a custom process to meet a specific need
- Gain commitment to action and not just involvement in the discussion

From the Back Cover

Learn the Secrets of S.M.A.R.T. Facilitation

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From reader reviews:

Daniel Carter:

Why don't make it to become your habit? Right now, try to prepare your time to do the important work, like looking for your favorite reserve and reading a book. Beside you can solve your condition; you can add your knowledge by the e-book entitled *The Secrets of Facilitation: The S.M.A.R.T. Guide to Getting Results With Groups*. Try to stumble through book *The Secrets of Facilitation: The S.M.A.R.T. Guide to Getting Results With Groups* as your pal. It means that it can to get your friend when you truly feel alone and beside regarding course make you smarter than before. Yeah, it is very fortunated for you personally. The book

makes you much more confidence because you can know every little thing by the book. So , we need to make new experience in addition to knowledge with this book.

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Carmine Caulfield:

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