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Ingrid Bens is a consultant and trainer focused upon conflict management, team building, facilitation, leadership and organizational change. She has more than 20 years of experience in

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facilitating team implementation and process improvement efforts.

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Ingrid Bens is a consultant and trainer whose special areas of expertise are facilitation skills, team building, conflict management, and employee and organizational change. Bens is the founder of both Participative Dynamics, a consulting firm located in Sarasota, Florida, and Facilitation Tutor, an on-line learning portal.

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Facilitating With Ease! is the skill-building guide to running great meetings with confidence and results. About the Author Ingrid Bens (Sarasota, FL) is a consultant and trainer whose special areas of expertise are facilitation skills, team building, conflict management, employee and organizational change.

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Quotes by Ingrid Bens. “Meetings run best when there are clear rules or norms to follow. These are sometimes difficult to set at the start of the meeting. People may feel reluctant to speak up and suggest rules or there may be pressure to start discussing the agenda items.”. ? Ingrid Bens, Facilitating with Ease!

Ingrid Bens (Author of Facilitating with Ease!)

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skilled facilitator, and clear, actionable guidance makes implementation a breeze. This new fourth edition includes a new chapter on questioning, plus new material surrounding diversity, globalization, technology, feedback, distance teams, difficult executives, diverse locations, personal growth, meeting management, and much more. With in-depth, expert guidance from planning to closing, this book provides facilitators with an invaluable resource for learning or training. Before you run another meeting, discover the practices, processes, and techniques that turn you from a referee to an effective facilitator. This book provides a wealth of tools and insights that you can put into action today. Run productive meetings that get real results Keep discussions on track and facilitate the exchange of ideas Resolve conflict and deal with difficult individuals Train leaders and others to facilitate effectively

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Poorly-run meetings are an interruption in the day, and accomplish little other than putting everyone behind in their “real” work. On the other hand, a meeting run by an effective facilitator makes everyone’s job easier; decisions get made, strategies are improved, answers are given, and new ideas bubble to the surface. A productive meeting makes everyone happy, and results in real benefits that spread throughout the organization. *Facilitating With Ease!* is the skill-building guide to running great meetings with confidence and results.

If you need to facilitate productive, effective meetings with skill and authority, then this package is definitely for you. Based on fifteen years of in-the-field experience, it contains the same easy-to-follow instructions, techniques, and hands-on tools the author has

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used to teach thousands of team leaders, consultants, supervisors, and beginning managers how to facilitate with ease. Complete with worksheets on CD-ROM that can be customized to fit your personal needs, it's a complete facilitation workshop in take-home form.

From Ingrid Bens, the author of the best-selling book *Facilitating with Ease!*, comes the next-step resource for project leaders, managers, community leaders, teachers, and other facilitators who want to hone their skills in order to deal with complex situations. *Advanced Facilitation Strategies* is a field guide that offers practical strategies and techniques for working with challenging everyday situations. These proven strategies and techniques are based on experience gleaned from hundreds of facilitated activities in organizations of all sizes and in all sectors. Both novice and

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seasoned facilitators who have had firsthand experience designing and leading meetings will benefit from this reality-based playbook. *Advanced Facilitation Strategies* is filled with the information facilitators need to Become better at diagnosing facilitation assignments and creating effective process designs Broaden their repertoire of tools to make impromptu design changes whenever they are needed Learn to be more resilient and confident when dealing with dysfunctional situations and difficult people.

We are all spending so much time in meetings and are being asked to achieve so many results in teams, that facilitation is fast becoming a required skill for everyone. In fact, its impossible to build a team, solve complex organizational issues, or run decision-making meetings without highly developed facilitation skills. The

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good news is that anyone can master these skills! In this comprehensive resource book you will find dozens of tips and techniques, tools, surveys, and meeting designs. Answers to the most common dilemmas are: provided, including: how to balance the role of chairperson and facilitator; when and how to be appropriately assertive; how to deal with high levels of resistance; what to do if you're personally attacked; and the optimal way of handling group conflicts.

An updated edition of a best-selling pocket guide to developing a collaborative management process is comprised of facilitation strategies and techniques for promoting leadership at all levels of an organization, providing coverage of topics ranging from prioritizing goals and establishing responsibilities to recognizing achievements

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and running effective meetings.

Of all the skill sets that support the shift from a traditional management role to a more collaborative approach, none is more relevant than that of the role of the facilitator. The beliefs, behaviors, and practices of facilitation are precisely what all leaders need to acquire and put into action. In *Facilitating to Lead!* renowned facilitation expert Ingrid Bens applies her proven concepts of facilitation to the leadership role and demonstrates that facilitation is an effective work style, not merely a meeting technique. Throughout the book, Bens outlines the organizational and personal benefits of facilitative leadership and includes useful checklists to help leaders determine the situations when facilitative leadership is most appropriate to apply. Because empowerment is a

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core issue in the implementation of facilitative leadership, the book presents a four-level model that reframes empowerment from a vague concept to a concrete structuring tool.

This book is an invaluable desk reference for facilitators, leaders, coaches and anyone who wants to engage in more effective learning and decision-making conversations. It offers over 1700 rich questions that you can borrow or adapt to improve your inquiry skills, and provides clear frameworks that point to when, where, and why particular questions are most useful.

The definitive guide to running productive meetings *Facilitating With Ease!* has become the go-to handbook for those who lead meetings, training, and other business gatherings. Packed with

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information, effective practices, and invaluable advice, this book is the comprehensive handbook for anyone who believes meetings should be productive, relevant, and as short as possible. Dozens of exercises, surveys, and checklists will help transform anyone into a skilled facilitator, and clear, actionable guidance makes implementation a breeze. This new fourth edition includes a new chapter on questioning, plus new material surrounding diversity, globalization, technology, feedback, distance teams, difficult executives, diverse locations, personal growth, meeting management, and much more. With in-depth, expert guidance from planning to closing, this book provides facilitators with an invaluable resource for learning or training. Before you run another meeting, discover the practices, processes, and techniques that turn you from a referee to an effective facilitator. This book provides a

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Step by step, *Facilitating the Project Lifecycle* guides the project manager/facilitator in making smart choices about when and how to pull key talent together to spell success for the project and ultimately the organization. The authors will help you understand the benefits of using facilitated group work sessions to get real work done during a project and get it done better and more efficiently than more traditional individual work approaches. In addition, the book includes:

- Recommendations for capitalizing on group knowledge to accelerate the building of key project deliverables and ensure their quality as they are built
- A work session structure for planning, delivering, and following up facilitated work sessions
- Guides for building key project deliverables
- Sample agendas
- Proven techniques for managing the group dynamics

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Facilitating with Ease! Since the publication of the first edition of Facilitating with Ease! in 2000, this bestselling book has become the "go-to" reference for anyone who wants to become skilled in the art of facilitation. This thoroughly revised and updated third edition includes easy-to-follow instructions, techniques, and hands-on tools that are available both in the book and on the accompanying website: www.josseybass.com/go/ingridbens. Facilitating with Ease! offers the basics on running productive meetings with confidence and includes the information needed to train others to become skilled facilitators as well. Filled with dozens of exercises, surveys, and checklists that can be used to transform anyone into an effective facilitator, this revised edition covers new topics such as: Why and when leaders should facilitate and how to manage neutrality Diversity, globalization, new technologies, and employee

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engagement When leaders should facilitate and when others should do it Sharing facilitation with others This new edition also includes meeting design template, surveys, and questionnaires Praise for Facilitating with Ease! "Facilitating With Ease! provides clear and effective guidelines for group facilitation. In China we are using this book to help organizations develop facilitative leaders who can successfully invoke the spirit of cooperation and team

synergy."--Ren Wei, professional facilitator, X'ian, China

"Facilitating With Ease! helps beginners as well as experienced facilitators find their way among different aspects of facilitation.

Easy to understand, this book provides insight into the principles of facilitation and examples of practical applications for concrete situations."-Sieglinde Hinger, Siemens Corporation, Austria

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