



Facilitator's and Trainer's Toolkit

By Artie Mahal

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Master frameworks, techniques, and tools for conducting meetings, leading sessions and workshops, and transferring knowledge through education and training. In addition to focusing on proven methods, this book contains many new and innovative ideas developed through decades of the author's experience. There are 12 chapters:

- Chapter 1, **Facilitation Framework**, classifies all facilitation types into four generic categories: Strategies and Solutions, Programs and Processes, Learning and Development, and Cooperation and Collaboration.
- Chapter 2, **Value Proposition**, leverages the Career Steps Framework to prove the return on investment of facilitation skills and competency.
- Chapter 3, **Facilitation Process**, explains each phase of the facilitation process: Contract, Prepare, During Session, Conclude, and Evaluate.
- Chapter 4, **Facilitation Leadership**, explores Napoleon Hills' eleven factors of leadership, along with values, ethics, and competencies established by the International Association of Facilitators.
- Chapter 5, **Engagers and Energizers**, reveals the art and science of educating and transferring learning to adults and optimizing the engagement of session participants using Dr. Howard Gardner's Multiple Intelligences.
- Chapter 6, **Tools**, introduces the foundational technique of brainstorming and shows how to use 35 handy facilitation tools for a variety of situations including problem solving, group dynamics, and storytelling.
- Chapter 7, **Workshop Environment**, outlines facilitation-friendly principles followed by guidance on room set up, various seating patterns, equipment, food, and supplies.
- Chapter 8, **Virtual Facilitation**, provides suitable alternatives to face-to-face facilitation using practical techniques in four key areas: Engagement, Relationship, Communication, and Technology.
- Chapter 9, **Cross-Cultural Facilitation**, introduces proven techniques for how to facilitate learning transfer and effective collaboration across cultures through the application of Dr. Geert Hofstede's dimensions of cross-cultural communication.
- Chapter 10, **Visual Facilitation**, introduces the power of Visuals and Graphics Recording as a tool for effective collaboration and communication in organizational settings.
- Chapter 11, **Self-Development**, provides guidelines on how to develop your

facilitation competency and track your progress. This chapter concludes with the author's own journey on becoming an accomplished facilitator.

- Chapter 12, **Tools Library**, outlines a step-by-step approach along with templates and examples where each of the 35 tools from Chapter 6 can be successfully leveraged.

The book concludes with a section on facilitator and trainer resources.

Good facilitation is often the difference between a meeting that delivers outputs and actions, and one that delivers breakthrough solutions and results. Artie Mahal, who is a master facilitator and trainer, has delivered an easy to read book that describes the science and art of effective facilitation. He offers insights, techniques, tools, and knowledge that anyone can use to improve their facilitation and training skills.

Paul Marabella

Vice President & Chief Information Officer K. Hovnanian Companies, LLC
USA

In this book Artie has brought together a great collection of tools, techniques and advice that provides a sound basis for anyone looking to become a more engaging and effective facilitator.

Phil Short

IT Director, Speaker, Business Process Practitioner
Canada

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Editorial Review

Review

People working together provide the foundation of human achievement. As we continue to move toward work that is more intellectual than physical, unlocking, compiling and harmonizing divergent views toward some common understanding is best accomplished through competent facilitation. This is not easy. In this groundbreaking book, Arjit Mahal moves far beyond a description of tools and techniques by providing a framework for the development of a career and, if desired a successful business in the growing area of facilitation. --Dr. Edward Peters, Chief Executive Officer, OpenConnect Systems Incorporated, USA

Artie Mahal used his wealth of experience in process management to create an easy to read book and a process to follow for any facilitator and trainer. The book contains valuable tools, templates, checklists, methodology, and a framework. He created a great framework structure for any facilitated session to deal with various business issues such as strategies, processes, projects, and team cooperation and collaboration.
--Bassam A. AlKharashi, Director of Business Innovation Services, ES Consulting, Saudi Arabia

Knowledge in any form aims to bring transformation. Mr. Mahal has articulated his own experience and training skills in form of this book as an endeavor to share his expertise and bring transformation in many lives. Today, the world is full of challenges and I would say that the challenges are like strangers' appearing on the floor all of sudden. You need to be equipped with all tools and techniques to face such exigencies. For this, either you have to be trained or you must know how to train others to achieve desired goal. This text caters to both requirements. The flow of text is tremendously designed from Framework to proposition, process, Leadership, Engaging, Techniques of training and environment. Each part of the book is thoroughly shaped up and presented in real terms. --Dr. Sandhir Sharma, Dean, Chitkara Business School, Chitkara University, India

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About the Author

Artie Mahal is an accomplished facilitator and has facilitated workshops in North America as well as internationally in Europe and the Asia Pacific regions. His workshops are highly interactive and use state of the art methods such as a "brain compatible learning method." He has facilitated workshops for Strategic Planning, Business Process Improvement, Ideation and Project Management. Artie is a certified trainer in

Business Process Management (BPM), Human Change Management, and Diversity.

For two decades, Artie successfully led mission-critical management support programs at Mars Incorporated which included the implementation of Business Change Methodology and the formation of Mars University in North America. Artie is a Senior Consultant with BPTrends Associates and he is the founder of ASM Group. In his role as consultant and educator, Artie has developed and delivered BPM services privately to corporations and publicly through Boston University's Corporate Education Center and Duke University Business School. His training clients include Bristol-Myers Squibb, Cisco Systems, Grupo Modelo, Mars, Incorporated, United Health Group and US Department of Treasury.

Artie has also been a speaker at national and international professional forums including at Rutgers University Business School, USA, and Chitkara University, India. Artie is the author of *How Work Gets Done, Business Process Management, Basics and Beyond*.

Users Review

From reader reviews:

Melissa Peterson:

This Facilitator's and Trainer's Toolkit are usually reliable for you who want to be considered a successful person, why. The reason why of this Facilitator's and Trainer's Toolkit can be among the great books you must have is usually giving you more than just simple studying food but feed you with information that might be will shock your previous knowledge. This book is usually handy, you can bring it everywhere you go and whenever your conditions both in e-book and printed ones. Beside that this Facilitator's and Trainer's Toolkit giving you an enormous of experience including rich vocabulary, giving you tryout of critical thinking that we know it useful in your day activity. So, let's have it and enjoy reading.

Alfred Greenwell:

Reading a publication can be one of a lot of pastime that everyone in the world really likes. Do you like reading book therefore. There are a lot of reasons why people like it. First reading a guide will give you a lot of new data. When you read a reserve you will get new information because book is one of a number of ways to share the information or maybe their idea. Second, examining a book will make you actually more imaginative. When you looking at a book especially fictional book the author will bring one to imagine the story how the people do it anything. Third, you could share your knowledge to others. When you read this Facilitator's and Trainer's Toolkit, you are able to tells your family, friends along with soon about yours book. Your knowledge can inspire average, make them reading a e-book.

Dorothy Payne:

The reserve with title Facilitator's and Trainer's Toolkit has a lot of information that you can find out it. You can get a lot of help after read this book. This kind of book exist new information the information that exist in this guide represented the condition of the world right now. That is important to you to be aware of how the improvement of the world. This particular book will bring you with new era of the the positive effect. You can read the e-book with your smart phone, so you can read this anywhere you want.

Kyle Reese:

In this period globalization it is important to someone to receive information. The information will make someone to understand the condition of the world. The condition of the world makes the information better to share. You can find a lot of referrals to get information example: internet, paper, book, and soon. You will see that now, a lot of publisher this print many kinds of book. Often the book that recommended to your account is Facilitator's and Trainer's Toolkit this guide consist a lot of the information from the condition of this world now. This kind of book was represented how does the world has grown up. The dialect styles that writer make usage of to explain it is easy to understand. The actual writer made some investigation when he makes this book. Honestly, that is why this book ideal all of you.

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