



# The Facilitator's Toolkit

Second Edition

Maggie Havergal and John Edmonstone

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Maggie Havergal and John Edmonstone's Facilitator's Toolkit provides your organization with a resource on which every manager can draw. The authors explain the basic skills of facilitation, how and when to use them (and not to use them). The main part of the manual then offers a Toolkit of almost 100 tools for facilitation; tools for organizing groups; tools for strategic thinking; tools for problem solving; diagnostic tools; tools for managing people, including other facilitators; tools for decision making; tools for planning; tools for managing conflict and dealing with problems, situations or people.

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Part One - Facilitation - Why and How: Why and How. Part Two - The Toolkit: Introduction; Organizing tools; Tools for diagnosis and exploration - Strategic thinking tools; Problem-exploration tools; Clarity tools; Tools to manage people: Managing the participants (and your client); Managing other facilitators; Tools for deciding; Tools for planning; Tools for managing conflict: Introduction; Tools for coping with problems and sabotage. Part Three - Putting the Toolkit to Use: Before the occasion. Part Four - Reviewing Facilitation: Reviewing.

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## About the Author

Maggie Havergal and John Edmonstone are both consultants working to develop the capability and capacity of individuals, teams and whole organizations in a range of public and private sector settings.

They have also worked in both sectors as line managers and in a variety of facilitation roles.

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