



Fearless Facilitation: The Ultimate Field Guide to Engaging (and Involving!) Your Audience

Cyndi Maxey, Kevin O'Connor

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If you are a facilitator with years of experience or just getting started, you will learn what it takes to create and deliver a high-powered presentation that is tailor-made to draw in your audience members and get results every time. Once you set the stage to include and connect with your audience, you will trigger memory and action like never before.

"Fearless Facilitation" is filled with easy-to-implement presentation techniques designed to appeal to all types of participants. You will learn how to break the "fourth wall" (the invisible wall that separates you from the audience) and engage your audience through dialogue. In addition, the authors show not only how to involve participants in the conversation but also what to do when they grow silent or argumentative.

Throughout the book a personalized "coach" helps you with answers to common questions, specific scenarios, and past nightmare experiences. The coach helps to clarify the text, calm any fear, and take the next right step. And, to further illustrate how to become a skilled fearless facilitator, the book is peppered with interviews with masters of the craft of facilitation and engagement.

Praise for "Fearless Facilitation"

"Maxey and O'Connor inspire readers to engage with audiences as collaborators. Experienced facilitators will be motivated to take new risks; beginners will feel prepared to actively engage an audience."

--Kathleen M. Galvin, Ph.D., Communication Studies Department, Northwestern University

"'Fearless Facilitation' is a blockbuster resource for engaging even the most challenging audience with confidence and purpose."

--Judy L. Schueler, Vice President and Chief Human Resource Officer, University of Pennsylvania Health System

"Through this book Maxey and O'Connor have actually facilitated a process for you to become a better facilitator. These two not only know what they're doing, they've put together one of the most practical books on the market. Read it and then go facilitate something!"

--Ron Culberson, MSW, CSP, speaker, humorist and author of "Do It Well. Make It Fun"

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