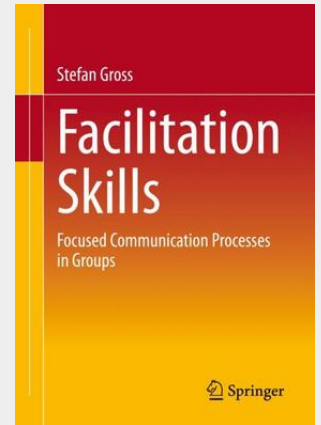


Facilitation Skills

Focused Communication Processes in Groups

This book provides a compact and well-founded set of facilitation skills for all who want to successfully lead meetings, workshops or project rounds. In this way, it is possible to guide the respective communication process to results in a focused, effective and efficient manner - whether online or face-to-face. Stefan Gross shows how guiding questions, methodical impulses, differentiated perception, a clear attitude and specific formats of participation help to achieve sustainable and smart results in groups. "This practical book provides a contemporary handout for the many challenges facing dynamic facilitation." Kai Beiderwellen, Mannheim University of Applied Sciences "The book is an invitation to deepen and reflexively develop one's own role." Wolfgang Widulle, Socialnet.de

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69,54 €

64,99 € (zzgl. MwSt.)

Lieferfrist: bis zu 10 Tage

Artikelnummer: 9783658400149

Medium: Buch

ISBN: 978-3-658-40014-9

Verlag: Springer

Erscheinungstermin: 28.02.2023

Sprache(n): Englisch

Auflage: 1. Auflage 2023

Produktform: Kartoniert

Gewicht: 271 g

Seiten: 192

Format (B x H): 148 x 210 mm

