

Contents

<i>Introduction</i>	15
<i>Abridged introduction to the first edition</i>	17
Part 1	
1 Preparing the ground	19
2 The role of the facilitator	26
3 A framework for facilitation	36
4 Facilitating yourself	46
5 Facilitating another	54
6 Facilitating a group	65
7 Making interventions	78
8 Shifting levels	87
9 Dialogue and storytelling	97
10 Getting to consensus	105
11 Addressing conflict	114
Part 2	
1 Facilitation and the client	127
2 Cooperative processes in organizations	140
3 Facilitator ethics	149
4 A sustainable society	161
5 Facilitation and therapeutic groupwork	167
6 Facilitation online	175
7 Mapping the field of facilitation	183

Part 3

1	Facilitator education	197
2	Training program	206
3	Processes	233
4	Design frameworks	294
5	Other resources	316

Appendices

A	Earthsong Eco-Neighbourhood Body Corporate Rules	321
B	Hand signs	324

<i>Notes</i>	327
--------------	-----

<i>Bibliography</i>	332
---------------------	-----

<i>Index</i>	339
--------------	-----