

TABLE OF CONTENTS

SELF-HELP CONNECTION	8
SECTION 1 GETTING STARTED	11
10 Steps for Starting A Group	13
Understanding the Stages Groups Go Through	19
SECTION 2 MEETINGS	23
Getting the Most from Meetings	25
Tools For Successful Meetings	28
Encouraging Participation and Leadership	31
Working with Professionals	33
SECTION 3 ADVERTISING YOUR GROUP	35
Getting the Word Out	37
Attracting New Members	40
Fielding Calls About Your Group	41
Handling Difficult Calls	45
SECTION 4 GUIDELINES	49
Establishing Guidelines	51
Creating Boundaries	52
Maintaining Confidentiality	54
Building Trust Within the Group	56
Deciding on Group Structure	57

SECTION 5	LEADERSHIP and FACILITATION	59
	Determining the Role of Leaders	61
	Developing Facilitation Skills	62
	Facilitating Groups using Assertive Caring	64
SECTION 6	NOW WHAT?	69
	Getting Groups Going and Growing Again	71
	Dealing with Monopolizers	72
	Encouraging Shy People	73
	Preventing Burnout	74
	Handling Stigma	75
	Dealing with Frequent Disruptions	76
	Coping with a Crisis	79
	Resolving Conflict	82
SECTION 7	EVALUATION	85
	How Are We Doing?	87
	What Should the Group Evaluate?	90
	How to Carry Out the Evaluation	95
	How Often Should a Group Evaluate?	97