

Facilitating Through Conflict

Toronto: June 8, 2017

One Day Advanced Facilitation Skills Workshop

Ask meeting facilitators what they fear most when leading discussions and they'll tell you - conflict. Yet healthy disagreement helps groups see problems from new perspectives, make better decisions, and build trust. So how can we harness the strengths of conflict while limiting damage such as not achieving meeting outcomes, damaging rapport, and shutting down conversations prematurely?

Our one-day course directly addresses the sources of conflict - including you - and provides methods to prevent or facilitate through them. Explore your conflict behavioural style, learn how to mitigate client sabotage, and practice using tools and techniques to deploy when conflict erupts. Participants will build on the learning from their foundational facilitation skills course by taking a deeper dive into proactive and responsive techniques for managing specific disruptive behaviours.

Please note: Participants must have completed a facilitation fundamentals workshop such as *Facilitating Meetings That Work*, *Making Meetings Work* or *Facilitating Meetings With Ease* or other comparable workshop

The Learning Opportunity:

- Gain a clear understanding of effective techniques and behaviors to facilitate through conflict
- Discover your conflict style and how it can either contribute to or help minimize conflict
- Arm yourself with tools for identifying and managing resistance
- Practice the three-step intervention process for redirecting dysfunctional behaviour
- Receive personal feedback and coaching from a 'Master' meeting facilitator and learning peers

Workshop Agenda

Welcome and Core Facilitation Review

- Set the Context for the Workshop
- Core Facilitation Skills Review: Learning & Application Exercise
- Overview of Workshop Focus

Module One: Managing Yourself

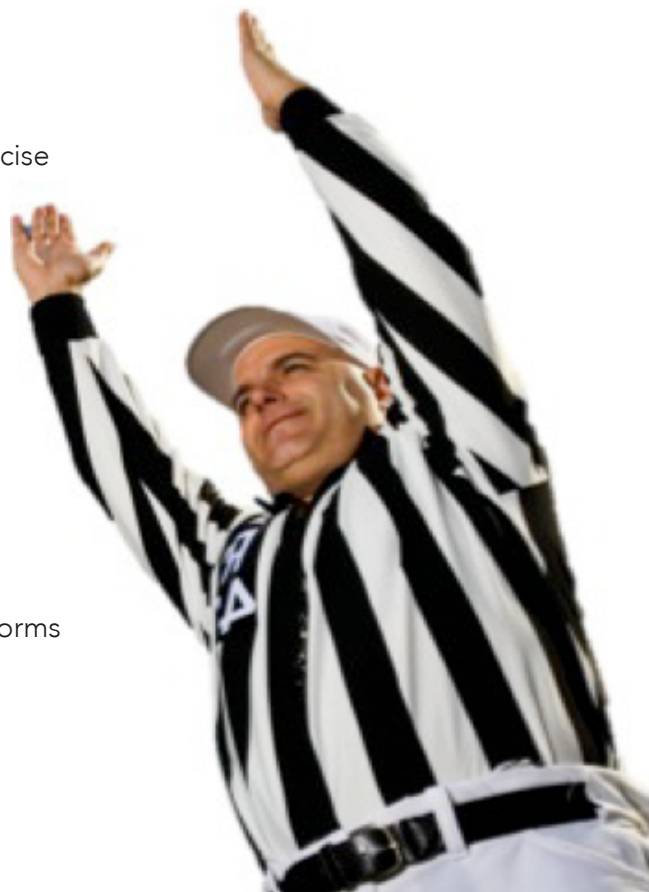
- The Three Sources of Meeting Conflict
- Facilitator Responsibilities for Managing Conflict
- Introduction to the Conflict Modes and Debrief
- Conflict Modes Group Exercise
- Conflict Scenario Exercise

Module Two: Managing The Process

- The Intervention Continuum
- Types of Norms Review
- Setting Targeted Norms & Exercise
- How to Increase Your Power to Intervene using Targeted Norms

Module Three: Managing The Group

- Three-Step Intervention Model
- Naming the Resistance
- Facilitating Through Resistance
- Conflict Fish Bowl Exercise



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Workshop Details



For over twenty-five years Facilitation First has been top of mind for companies requiring professional facilitation services and facilitation skills training. We specialize in helping leaders and subject matter experts expand their competency to include meeting facilitation. With thousands of participants rating the course an average 4.5 out of 5, we provide an experiential workshop that equips learners with simple yet powerful tools that they can apply in their very next meeting. We're not interested in just helping you run better meetings – we're interested in helping you become a great collaborative leader!

Dates: June 8, 2017

Location: 20 Bay Street, Suite 1100, Toronto, ON

Times: 8:30 am - 5:00 pm

Fee: \$750 + HST ask about our discounts

What Some of our Clients Are Saying...

"Susan is a stellar instructor/facilitator! She really practices what she preaches, it's great to see the tools/practices at work/in action."

Sarah Lewis, Seneca College

"Excellent program, excellent instructor! Very useful tips and techniques and reflections on how to apply them."

Zahra Tharani - YRDSB

"This program was excellent! Susan was a very engaging/energetic instructor. I am excited to go back to the office and utilize all of the facilitation tools."

Rachel Twohey – LHSC London Health Sciences Centre November 2012

About Your Trainer: Susan Gregory

Susan Gregory is a meeting facilitator and corporate trainer. She specializes in facilitating sessions that are well structured in order to lead to the results desired by her clients. Susan has a strong business background that allows her to relate to professionals working in different industries and at all levels of an organization. She has delivered courses in Europe, the Middle East and North America, and has the ability to relate to diverse audiences. Before working in the training industry, Susan worked in various roles in the telecommunications industry in the UK and New Zealand. While managing multi-million dollar products and projects, Susan became interested in how she could learn new skills to succeed at work, enjoy her job, and reduce stress. Susan's corporate background reflects the ability to relate training to business objectives to increase profits, reduce overheads and streamline processes. Susan believes that creating a fun and dynamic



learning environment enhances the ability of participants to learn and be inspired to apply new business skills following the courses that she leads.