

# Facilitating Through Conflict

Toronto: October 23, 2019

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## 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

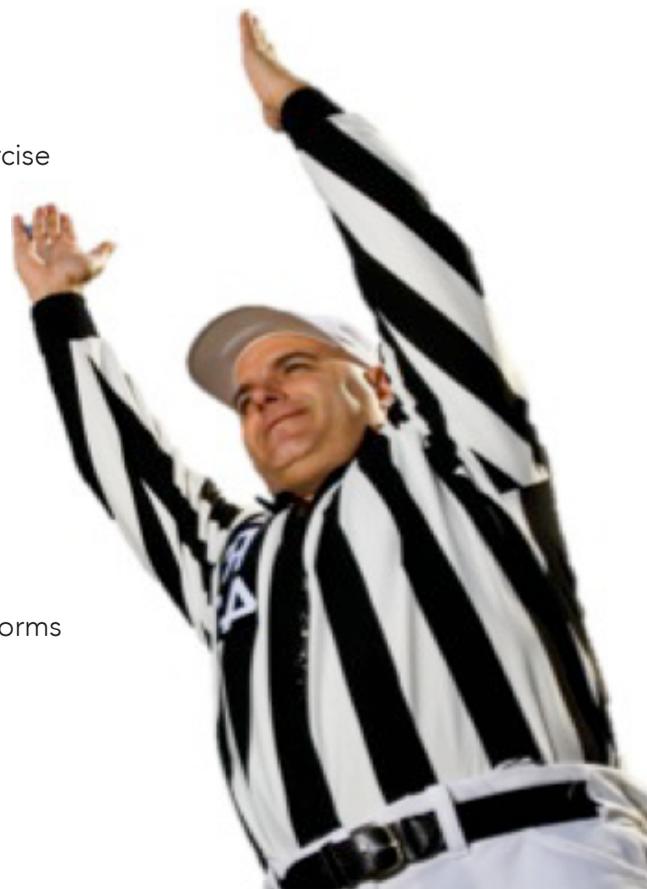
- The Three Sources of Meeting Conflict
- Facilitator Responsibilities for Managing Conflict
- Introduction to the Conflict Modes and Debrief
- Conflict Modes Group Exercise
- Conflict Scenario Exercise

### 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:** October 23, 2019

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

**Times:** 8:30 am - 5:00 pm

**Fee:** \$795 + HST ask about our discounts

**Register:** [carissa@facilitationfirst.com](mailto:carissa@facilitationfirst.com)

### What Some of our Clients Are Saying...

*"Wonderful workshop. Very hands on, relative and interactive. I will hold on to the workbook for a long time."*

Marianne Cunningham, Seneca College

*"The best way to gain confidence in dealing with conflict in facilitation."*

Jeff Davies, Davies Legacy Planning Group

*"Michael was engaging and informative. Very inclusive - highly recommend!"*

Leslie Eddy, York Region District School Board

### About Your Trainer: Michael Goldman

Michael is a passionate advocate of the facilitative leadership revolution. He has trained thousands of managers and leaders to run more collaborative and productive meetings. As the president of Facilitation First, Michael has honed his expertise in helping project teams embrace change, take accountability and follow-through on actions.

Michael's experiential facilitation programs guide individuals to become effective relationship managers through the use of simple yet powerful participatory tools. Michael's extensive list of clients includes Petro-Canada Lubricants, Hatch, M3AAWG Messaging Anti-Abuse Working Group (a global Association comprised of companies such as AOL, PayPal, Cisco Systems Inc. etc.), GS1, the Canadian Standards Association, Scotia Bank, TD Bank, and several Professional Associations. To date, he has edited four best-selling books on facilitation and teaming and has contributed many articles focused on facilitation to national publications.

