

Facilitating Through Conflict

Toronto: June 10, 2020

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

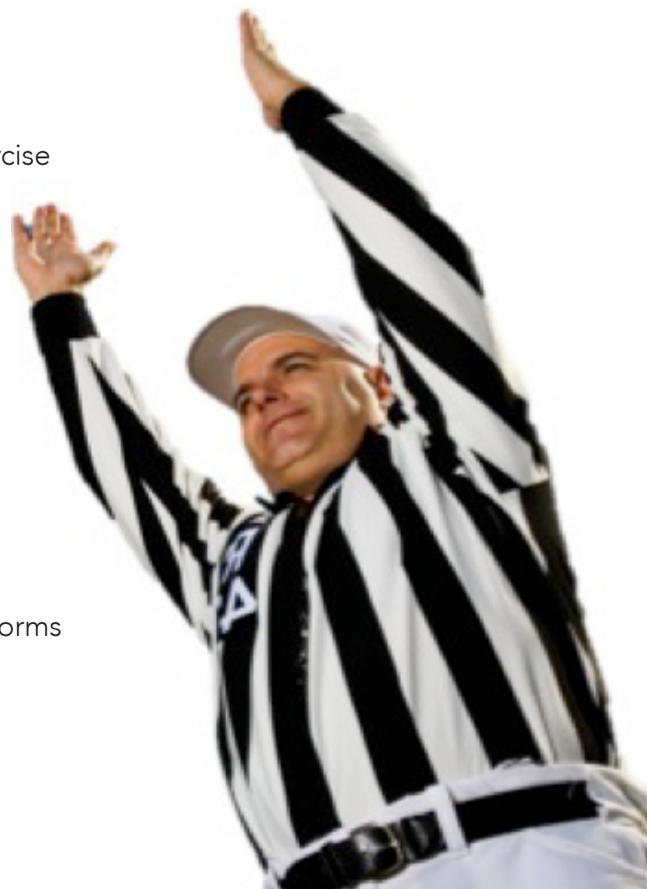
- The Three Sources of Meeting Conflict
- Facilitator Responsibilities for Managing Conflict
- Introduction to the Conflict Modes and Debrief
- Conflict Modes Group Exercise
- Conflict Scenario Exercise

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 10, 2020

Location: 20 Bay Street, Suite 1100 Toronto, ON

Times: 8:30 am - 5:00 pm

Fee: \$795 + HST

Trainer: Rita Gupta

To Register: E-mail 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

About Your Trainer: Rita Gupta



Since 2005 Rita has facilitated over 100 sessions with project teams. During that time, she has gained experience with a wide variety of facilitation techniques and processes, adapting to changing situations and the needs of the group.

As a Certified Facilitation First trainer, Rita brings her unique blend of project management and professional facilitation experience to the workshops she leads providing great insight and a unique perspective to in class discussions. Rita is a strong believer in developing working partnerships. Prior to any meeting or workshop she facilitates, Rita will work closely with her client stakeholder groups to ensure her proposed process will meet the needs of the group. When facilitating, Rita is always thinking of alternative action plans for each process step based on the possible outcomes of the previous task. Our clients consistently tell us that Rita is skilled at helping groups to synthesize patterns and trends, identify root causes and reach consensus.

