

Facilitating Through Conflict

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 either the one-day Facilitating Meetings That Work or two-day Facilitating Meetings With Ease workshop to enrol in this course.



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
- Practice new tools in a safe environment

Workshop Agenda

Welcome and Core Facilitation Review

- Set the Context for the Workshop
- Core Facilitation Skills Review: Learning and 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 and 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