

# Facilitating Through Challenging Behaviors

Delivered Virtually Via Zoom: October 15, 2020 3:00pm-4:30pm EST

## Workshop Overview

Learn when and how to intervene when conflict or challenging participant behaviours risk taking you and the group off track.

## Workshop Outcomes:

You will leave with an understanding of...

- Practical ideas for proactively managing conflict
- A simple reactive technique for reactively managing conflict
- Some processes for creating buy-in when conflict is anticipated or suddenly occurs



## Workshop Details

**Date:** October 15, 2020

**Times:** 3:00pm-4:30pm EST

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

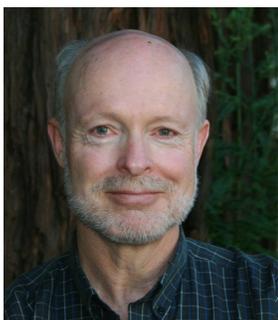
**Location:** Zoom link to be provided. Download this application for free at [Zoom.us](https://zoom.us)

**Fee:** \$249 + tax per participant for one micro-workshop  
\$400 per participant if you attend two micro-workshops offered on same day (**Facilitating Virtual Problem-Solving Meetings** at 1:00pm)  
5% for 2-4 participants or micro-workshop  
10% off for 5+ participants and/or workshops

## Maximize Your Learning Experience

To ensure that everyone can fully participate in the workshop, all participants are asked to join 15 minutes before the workshop for a “technical check-in”. After securely admitting you to the workshop, we will ensure your audio and video are functioning correctly. Please note that participants are expected to share their video to ensure an optimum learning environment.

## About Your Trainer: Kevin Quinn



Kevin provides expert meeting facilitation, especially as a teacher and troubleshooter of these skills. His expertise includes teaching people on how to deal with difficult stakeholders, how to negotiate to get results and how to use creative problem solving with individuals & teams. He has mentored and taught business and thought leaders in the public and private sector in North America and the UK. Kevin has helped a wide range of business partners to navigate organizational challenges and improve their business results. He is the instructor of record at the City of Toronto's leadership development program and the Schulich School of Business Health Administration MBA program. He teaches extensively in the health care, banking and municipal government sectors.