

Facilitating Through Conflict & Challenging Meeting Behaviors

Toronto: March 8, 2022 8:30am – 5:00pm EST

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?

This program directly addresses the sources of conflict - including you - and provides methods to prevent or facilitate through them. Explore your conflict behavioral style, learn how to mitigate client sabotage, and practice using tools and techniques to deploy when conflict erupts amongst group members.

Participants will build on the learning from their foundational facilitation skills course(s) by taking a deeper dive into proactive and reactive techniques for managing specific disruptive behaviors.



Please note: Participants must have completed either the one-day **Facilitating Meetings That Work** or the two-day **Facilitating Meetings with Ease** (or comparable) workshop to enroll in this course

The Learning Opportunity:

- Understand the facilitator's responsibilities for managing/minimizing conflict in meetings
- Know your own conflict style, how it affects group interactions and why a facilitator should target a collaborative style
- Review the facilitator core practices and the impact of neutrality in conflict management
- Learn how to start, structure, and engage during meetings to prevent conflict
- Practice in developing targeted norms and refereeing broken norms
- Gain clarity on the intervention continuum, the types of interventions and when to use them
- Know and use the two-step language of intervention
- Be able to identify the many forms of resistance and the four steps for facilitating through resistance
- Receive personal feedback and coaching from a 'Master' meeting facilitator and learning peers
- Practice new tools in a safe environment

Workshop Agenda

Module 1: Setting the Context

- Workshop Purpose, Outcomes and Focus
- Assumptions About Conflict in Meetings
- Group Facilitation #1: Defining Conflict Meeting Dilemmas and Possible Solutions

Module 2: Managing Yourself

- Facilitator Responsibilities for Managing Conflict
- The Facilitator as a Source of Conflict
- Understanding My Conflict Management Style During Facilitation
- How to Create Perceived Neutrality
- Group Facilitation #2: Neutrality Dilemmas Exercise & Debrief

Module 3: Managing the Process

- Setting the Context – What We've Accomplish and Still Need to Accomplish
- Proactive Conflict Management: Meeting Structure & Engagement Tips
- Group Facilitation #3: Setting the Context Exercise
- Top 3 Tools for Minimizing Conflict in Decision-making

Module 4: Managing the Group

- The Intervention Continuum
- Refereeing Broken Norms Review
- Setting Targeted Norms & Exercise
- The Two-Step Intervention Model
- Facilitating Through Resistance and Exercises
- Learning Round-Up

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Workshop Details



For almost 25 years, Facilitation First has been top of mind for those seeking training in process facilitation. Our Facilitating Meetings with Ease workshop has been honed by Ingrid Bens, author of the national bestselling books 'Facilitating with Ease' and 'Facilitation at a Glance!'. 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 next meeting.

Dates: March 8, 2022*

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

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

Fee: \$895 + HST

Trainer: Susan Gregory

To Register: E-mail info@facilitationfirst.com

This in person workshop is open to fully vaccinated participants only

*This workshop will revert to virtual delivery if in person training is restricted: **March 8 & 9 1:00-4:30pm EST**

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: Susan Gregory

Susan 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.

She facilitates board meetings, strategic sessions for senior executives and consultative feedback consultations. Susan helps teams to work together by demonstrating how great facilitation can inspire a team to share their ideas, work collaboratively, make good decisions and take ownership of action plans.

Susan also shares tools to develop productivity, creativity and problem-solving skills in the workplace. 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.