

# Facilitating Through Conflict & Challenging Meeting Behaviors

Delivered Via Zoom Over Two Half Days: October 25 & 26, 2021 1pm-4:30pm 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:

- 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
- Practice the three-step intervention process for redirecting dysfunctional behaviour
- Arm yourself with tools for identifying and managing 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

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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.

### What You'll Receive

Participants will receive a digital workbook filled with strategies, intervention techniques, and suggested scripting for various dilemmas. Participants will also receive the personal feedback and coaching from participants and the trainer. Our certified trainers are 'facilitators first,' who bring their real-world experience to the classroom.

**Dates:** October 25 & 26, 2021

**Location:** Online via Zoom

**Times:** 1:00pm – 4:30 pm EST

**Fee:** \$795 + HST

**Trainer:** Michael Goldman

**To Register:** E-mail [info@facilitationfirst.com](mailto:info@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: Michael Goldman

Michael is a passionate advocate of facilitative leadership – combining powerful processes to acknowledge and leverage individual/group intelligence to achieve extraordinary results! This belief is based on over 25 years' experience in applying facilitative techniques where, in short periods of time, transformational events have occurred. Michael has and continues to compile these techniques in developing core and advanced facilitation training workshops.

Over the past 20+ years he has trained thousands of managers and leaders on these core techniques helping them to design and lead more collaborative and productive meetings. Michael's experiential facilitation workshops guide individuals and teams to collaborate more effectively to achieve outcomes by using simple yet powerful participatory tools.