

# Facilitating Through Conflict & Challenging Meeting Behaviors

Delivered Via Zoom Over Two Half Days: October 25 & 26, 2022 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 Accomplished 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

FACILITATION  
F I R S T



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 manual 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, 2022

**Location:** Online via Zoom

**Times:** 1:00pm – 4:30 pm EST

**Fee:** \$795 + HST

**Trainer:** Susan Gregory

**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: 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.