



Workshop Details

Why Attend?



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 behaviours.

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

The Learning Opportunity

Participants leave this course with:

- 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 Modules

2 X Half-Day Virtual Delivery



Module One: Setting The Context

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

Module Two: 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 Three: 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 Four: Managing The Group

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

Who Should Attend?

Anyone who facilitates groups where conflict, resistance or challenging behaviours arise:

- Project Leaders
- Human Resources Professionals
- Stakeholder Engagement Professionals
- Business Improvement or IT Consultants
- Committee Chairs
- Internal Consultants or Team Leaders

About Facilitation First

For over 25 years our mission has been to design and lead highly collaborative meetings based on consensus driven, focused results. We developed our first facilitation skills workshop in 1995 and now provide an array of foundational and advanced facilitation training to 1000's of students looking to develop their facilitative leadership capacity.



Date	April 1 & 2, 2025
Time	1:00pm – 4:30pm EST
Location	Zoom
Fee	\$995 + HST

You can register online [here](#) or via email at info@facilitationfirst.com

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

This course is part of the [Facilitation First Certificate Program](#)

Susan Gregory



About Your Trainer

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.