

# Facilitating Through Conflict & Challenging Meeting Behaviors

Delivered Via Zoom Over Two Half Days

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 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