



## 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

### One Day In Person Workshop

#### Module One: Managing Yourself

- Defining Conflict Meeting Dilemmas
- The Three Sources of Meeting Conflict
- Facilitator Responsibilities for Managing Conflict
- Neutrality Dilemmas & Debrief

#### Module Two: Managing the Process

- Managing Structure & Engagement Tips
- The Intervention Continuum
- Refereeing Norms Review
- Setting Targeted Norms & Exercise
- How to Increase Your Power to Intervene using Targeted Norms
- Facilitating Through Resistance and Simulation Exercise

#### Module Three: Managing The Group

- Three-Step Intervention Model
- Naming the Resistance
- Facilitating Through Resistance
- Conflict Fishbowl Exercise

### Participants Receive

- A Participant Workbook filled with templates, tips and methods
- Certificate of Completion that can also be applied to our Facilitative Leadership Certificate Program

### 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.