

# Facilitating Through Conflict & Challenging Meeting Behaviors

## ***An Advanced One Day Workshop***

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 behavioural 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:**

- 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 Agenda**

#### **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

