



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?

Building on foundational facilitation skills, this **advanced program** helps participants prevent, navigate, and facilitate through conflict. Explore your own conflict behaviors, address client sabotage and disruptive group dynamics, and practice practical techniques for managing conflict before and during meetings.

The Learning Opportunity

By the end of this workshop, Participants will...

- Understand the facilitator's role in working with conflict productively during meetings
- Increase awareness of your own conflict management style and how it affects facilitation and group dynamics
- Strengthen your ability to demonstrate neutrality, psychological safety, and balanced participation
- Apply meeting structure, engagement, and decision-making tools that help groups navigate conflict constructively
- Practice developing targeted norms and intervening when behaviors become disruptive or unproductive
- Recognize when conflict is productive, unproductive, avoidant, or misaligned with the group's purpose
- Identify and respond to different forms of resistance using facilitative approaches
- Strengthen your ability to demonstrate and apply key IAF core facilitation competencies in conflict situations

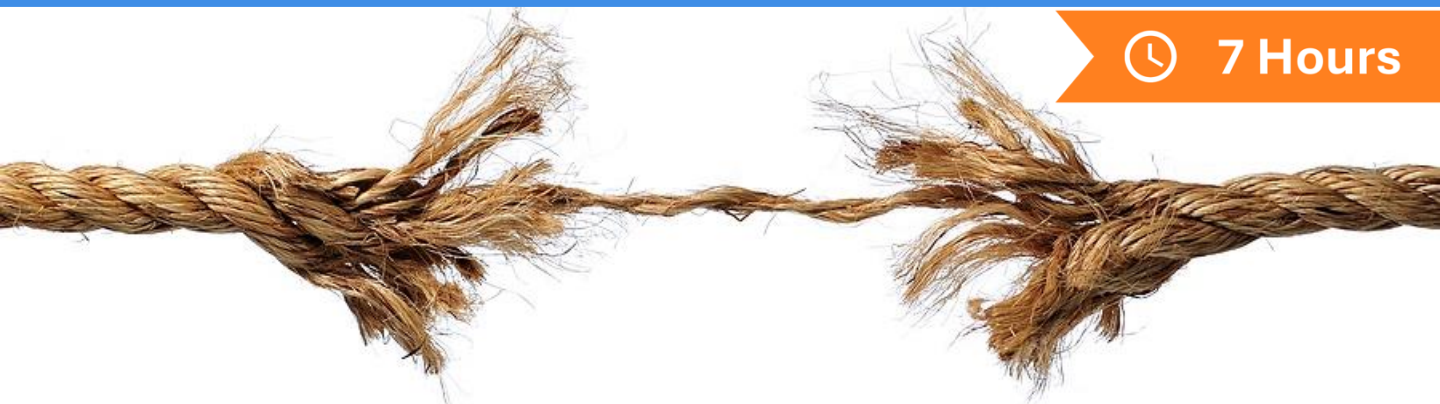
Facilitation First Inc.

<http://www.facilitationfirst.com>

Call 1-888-465-9494

Email info@facilitationfirst.com





Workshop Modules

Day #1: 3.5 Hours

- | | |
|----------------------------|---|
| Module 1 | – Workshop Purpose, Outcomes and Focus |
| | – Assumptions About Conflict in Meetings |
| Setting the Context | – Group Facilitation #1: Finding Solutions to Our Conflict Challenges Exercise |
| | – Conflict Challenges and Possible Solutions |
| | – Diagnosing and Working With Conflict |

- | | |
|--------------------------|---|
| Module 2 | – Facilitator Responsibilities for Managing Conflict |
| | – Facilitator Contributions to Conflict |
| Managing Yourself | – Understanding My Conflict Management Style |
| | – Neutrality in Practice |
| | – Group Facilitation #2: Challenging Facilitation Situations |

Day #2: 3.5 Hours

- | | |
|-----------------------------|--|
| Module 3 | – Setting the Context – What We've Accomplished and Still Need to Accomplish |
| Managing the Process | – Key Factors for Managing a Successful Process |
| | – Group Facilitation #3: Setting the Context Exercise |
| | – Three Decision-Making Tools that Support Productive Conflict |

- | | |
|---------------------------|--|
| Module 4 | – The Intervention Conflict Continuum |
| | – Intervening When Norms are Broken Exercise |
| Managing the Group | – Setting Targeted Norms & Exercise |
| | – The Two-Step Intervention Model |
| | – Recognizing and Managing Resistance |
| | – Learning Round-Up |

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

Date	November 3 & 4, 2026
Time	1:00pm – 4:30pm EST
Location	Zoom
Fee	\$995 + HST

Contact Us

<http://www.facilitationfirst.com>

Call 1-888-465-9494

Email info@facilitationfirst.com



*Volume Discounts: **5% off for 2-4 participants** and **10% off for 5 or more participants** when registered in a single transaction. You can register online or via email at info@facilitationfirst.com.*

REGISTER NOW



MEET SUSAN GREGORY

Workshop Facilitator

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.

