



2-DAY TRAINING PROGRAM

# FACILITATION FOR CONFLICT MANAGEMENT

Facilitating group meetings when conflict or the potential for conflict exists, allows the group to work collaboratively toward a common goal. *Facilitation for Conflict Management* will give you the skills you need to facilitate group processes for the prevention and resolution of conflict.

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## In this 2-day Training Program you will:

- Develop greater awareness of group dynamics
- Enhance your understanding of the facilitation process and how it can be used in addressing workplace conflict
- Explore a variety of conflict facilitation tools and techniques
- Build your proficiency as a facilitator for conflict management

### The Agenda:

#### DAY 1 – THE FACILITATION PROCESS

##### *Facilitation Frameworks*

- Navigating Through Conflict
- Models for Facilitation

##### *The Role of the Facilitator*

- Facilitating Group Discussions
- Listening With Respect
- Building Consensus

#### DAY 2 – FACILITATION SKILLS AND ISSUES

##### *Group Dynamics*

- Group Roles
- Recognizing Needs and Interests
- The Dynamics of Communication

##### *Facilitation Simulation*

- Group Facilitation Exercise

CCR International Training Programs are highly interactive. Participants experience real life situations through case studies, role-plays, and exercises. This allows participants to explore their questions, issues, and needs while utilizing proven models and theories to inform this exploration. The intended outcome is always action – the ability to resolve conflicts more effectively.

Facilitation for Conflict Management can be customized to meet the unique needs of your organization.

**CCR**

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