

# The Skillful Facilitator

## Strategies for Managing Meeting Dynamics and Group Dysfunction

**The Skillful Facilitator** is a unique blend of classroom learning and personalized coaching to empower facilitators with helpful frameworks, tools, and techniques to identify, prevent, and as needed diffuse or intervene during difficult meeting and group situations. Working from a neutral stance, what strategies can a facilitator adopt if dynamics arise? Learn how to intervene appropriately, helping enhance understanding and acceptance of differences, and transforming conflict into an opportunity for better solutions and results.

*“I would highly recommend this engaging, informative and well-paced course. Rosanna anchored practical tools and information through real-life examples, and created safe opportunities to practice. Plus this course was fun!” -- AB, June 2013 Participant*



### Learning Objectives:

- Understand your role as a facilitator in the face of group dynamics, individual dysfunction or conflict
- Recognize the symptoms and diagnose the sources of disagreement and dysfunction
- Acquire helpful models to prepare for and deal with group dynamics before and during a meeting
- Master the art of asking good questions to diagnose difficulty and support healthy outcomes
- Practice applying helpful facilitative interventions to different scenarios
- Gain insights on your personal triggers and strategies to more ably "stand in the fire" during conflict
- Receive personalized coaching after the class to focus on your particular needs and situations

### Ideal For:

Both novice and seasoned facilitators who seek to hone their skills in dealing with difficult meeting and group situations, including team and project leaders, managers, professionals, teachers, and other leaders who work in any group and community setting.

*“I was impressed at what we accomplished in a 45-minute visual coaching session! You helped me to verbalize my current facilitation strengths, and your insightful questions helped to bring clarity to my goals. I came away with next steps and a timeline to reach those goals, captured graphically in a way to keep me accountable to their achievement. -- SH, June 12, 2013 Participant*

