Team Facilitation Skills™

Two-day course - how to resolve team and group conflicts

About the course

When teams experience destructive conflict, they may become divided, damaged and dysfunctional. In a dynamic and diverse workplace, conflicts increasingly involve multiple parties.

This two day programme will equip mediators, facilitators, coaches and change agents with the skills and processes that they need in order to resolve team conflicts across a diverse range of industries.

The course is delivered by The TCM Group's highly experienced mediators who draw upon their vast depths of knowledge and experience to ensure that delegates become industry standard team mediators.

The course provides experienced mediators, coaches and facilitators with the skills and tools needed to resolve a wider range of internal disputes.

"This was one of the most enjoyable and worthwhile training experiences that I have ever had the pleasure of attending and one that I personally believe will make a difference every day... Many thanks."

Brian Ellis, *Senior Manager at Royal Mail*

Key program objectives:

- Understand the nature and impact of conflict within teams

- Establishing a clear terms of reference for team conferencing

- Setting and maintaining boundaries and ground rules

- Setting up and managing a team conference

- Interviewing and active listening-separating facts and feelings

- Challenging prejudices, stereotypes and assumptions within the team

- Key facilitation and problem solving techniques

- Negotiating and seeking consensus

- Reframing and Non-violent communication

- Reaching agreement, action planning and evaluating effectiveness

Key benefits:

- Understand the nature and the impact of conflict within groups and teams

- Facilitate a complex team conference with multiple parties and multiple issues

- Possess the key skills and strategies they need to resolve team and group conflicts

Potential delegates:

We recommend this course to Workplace, Commercial and other professional Mediators, Management and Mediation Consultants, Facilitators, Coaches and Change Agents.

In-house training – a bespoke solution for your business:

We can design and deliver all of our courses on an in-house basis. Please contact our Business Development Team on **0800 294 97 87** for more details.

Learning styles and aftercare

This course utilises a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises and scenarios, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning.

All delegates receive twelve months' follow up support to help them to embed the learning.

Why choose TCM?

- We have over 12 years' experience of designing and delivering world class training.

- We share our expertise and we draw on our depth of knowledge whilst making our courses accessible and fun.

- We tailor our in-house courses are to your requirements.

The course outline

Module 1 (1.5 hours)

Creating and presenting a map of team conflict

- The good | the bad | the ugly

Module 2 (1.5 hours)

Team observations and impacts

- Observations and Impact (collective and personal)

Module 3 (3 hours)

Current situation (using scaling questions) Is the team effective in terms of:

- Clear vision/strategy/direction
- Communication
- Managing diversity
- Conflict resolution
- Resource allocation
- Clarity of roles/functions
- Leadership
- Managing change

Module 4 (1.5 hours)

Looking ahead part one – identifying needs

- What do you need?
- What does the team need?
- What are the consequences of not achieving your personal or team needs?
- What are the consequences of achieving your personal or team needs?

Module 5 (1.5 hours)

Looking ahead part two - activity

- Speed mediating, or group excercise

Module 6 (2 hours)

Looking ahead part three – problem solving

- Brainstorming ideas
- identifying and evaluating solutions

Module 7 (1.5 hours)

Looking ahead part four - agreeing a framework

- Measurable. Achievable. Relevant. Timebound.