



## TEAM FACILITATION SKILLS™

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.



## BENEFITS

On attending the course delegates will:

- ✓ 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.
- ✓ Delegates who successfully complete this course are able to refer to themselves as a TCM Accredited Facilitator.



## OVERVIEW

**Duration:** 2 days

**Delivery:** This course is available for in-house delivery or delegates can attend an open course at the TCM Academy.

**Trainers:** Delivered by TCM's expert resolution consultants.

**Suitable for:** Mediators, facilitators, coaches and change agents.

**Learning outcomes:** Learn how to mediate team disputes effectively.

**Reviews:** Please [click here](#) for details of our TrustPilot reviews.

**Cost:** £495 + VAT for open access courses.  
Contact us for our latest prices for in-house courses.



## COURSE OUTLINE

- Module 1:** Creating and presenting a map of team conflict.
- Module 2:** Team observations and impacts.
- Module 3:** Current situation (using scaling questions).
- Module 4:** Looking ahead (part one): identifying needs.
- Module 5:** Looking ahead (part two): activity.
- Module 6:** Looking ahead (part three): problem solving.
- Module 7:** Looking ahead (part four): agreeing a framework.



## OBJECTIVES

- ✓ Understand the nature and impact of conflict within teams.
- ✓ Establishing 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.

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.



## DELIVERY

TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.

- ✓ Training delivered by a world class trainer who has practical experience of the subject being taught.
- ✓ The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the TCM Delegate Pack.
- ✓ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.

- ✓ Full access to the amazing resources of the the TCM Community for all delegates including lifetime phone and email support.
- ✓ Free refresher training or webinar for all delegates after 3-6 months.

**TCM** GROUP  
Train · Consult · Mediate

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