

FACILITATED DIALOGUE



Facilitated dialogue allows groups of any size to uncover, discuss, and work through issues that are negatively affecting individuals and impacting the overall functioning of the group. The facilitated dialogue process is highly customized to meet the unique needs of each client; however, the process typically involves the following phases:

Phase I: One-on-One Meetings



Facilitators meet with individuals one-on-one to give each person an opportunity to share their perspective in a safe environment. Facilitators listen carefully, ask questions, and look for themes to be addressed during the group dialogue.



Phase II: Dialogue Preparation



Small Group Meeting(s): Based on individual meetings, it may be necessary to convene small group meetings to discuss specific issues that need to be addressed before attempting to meet as a larger group. Situations may require two, three, or even more small group meetings, or may require none.



Coaching: Conducting individual meetings and conflict resolution coaching prior to a facilitated dialogue session can offer valuable preparation and support for participants. Coaches work with individuals to identify their communication strengths and areas for growth, offering personalized feedback and techniques to foster better understanding and collaboration.

Through one-on-one coaching, individuals can develop self-awareness, gain insight into their communication styles and conflict patterns, and learn effective strategies for managing conflicts constructively.



By addressing individual challenges and building strong communication skills, participants are equipped with the tools and confidence needed to contribute effectively to the larger group facilitated dialogue session.



Agenda Development: Based on the individual and small group meetings, the facilitators develop a draft agenda for the whole group dialogue session. The agenda includes the issues to be discussed by the group and a description of the final objective of the facilitated dialogue session. The facilitators typically share this draft agenda with the participants and ask for feedback, either prior to or at the outset of the group dialogue.

Phase III: Whole-Group Dialogue



Facilitators convene and facilitate a meeting of the entire group or a cross-section of the stakeholder groups if there are many people participating. Group agreements will be created to encourage a positive environment for participants to share their experiences, discuss challenges, and work toward the stated objective. When the facilitated dialogue session ends, facilitators will help the participants document any final agreements, decisions reached, or other results from the session.



Phase IV: Training



The National Conflict Resolution Center (NCRC) recommends and provides interactive team trainings focused on communication, conflict resolution, and group dynamics. Training reinforces the skills and insights gained during the facilitated dialogue process by offering structured, focused training specifically tailored to the team's needs.

This allows team members to further develop their communication abilities, learn practical conflict resolution techniques, and strengthen their collaborative, problem-solving skills.



Additionally, the training serves as a bridge between facilitated dialogue and the team's future interactions, equipping them with the tools to navigate future conflicts more effectively, and maintain open lines of communication. By investing in additional training, teams can solidify the positive outcomes achieved through the facilitated dialogue process and foster a culture of constructive communication and collaboration moving forward.

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