



FACILITATING CONTENTIOUS MEETINGS

CURRICULUM SUMMARY



Facilitating meetings is a challenging and integral aspect of leadership. Discussing controversial, complex, or even day-to-day issues can be difficult with a group of people from diverse backgrounds. Effective leaders know that meetings are a key opportunity for fostering a positive culture and moving projects, initiatives, and teams forward. A few common questions leaders have about planning and managing meetings include:

- How do I create an ambitious yet realistic agenda?
- How do I prepare people for the meeting?
- How do I manage difficult participants who tend to dominate discussion or shut down new ideas?
- What if we run out of time?
- How do I ensure that all voices are heard?
- How do I create an environment that is positive and moves the team toward solutions?

As a workplace leader, you need the skills, tools, and strategies to effectively conduct meetings that are respectful, productive, and collaborative, even when challenges arise.

Inspired by decades of partnering with teams in higher education, the corporate sector, and nonprofits, the National Conflict Resolution Center (NCRC) developed **Facilitating Contentious Meetings** to provide leaders with opportunities for reflection on their own challenges, new leadership strategies, problem-solving skills, and practical tips for planning next week's meeting.

GOALS OF THE WORKSHOP

By the end of the course, participants will have the ability to:

- Develop meeting agendas based on best practices.
- Identify potential challenges before the meeting and create strategies to address them.
- Manage challenging situations and positively re-direct conversations using communication tools.
- Identify common needs and support collaborative problem-solving.



CONTENT OUTLINE

→ **Welcome and Introduction**

- a. Training overview and goals
- b. Personal experiences with meeting facilitation
- c. Identifying common challenges

→ **Characteristics of Underperforming Teams**

- a. Impact on meetings
- b. Defining the goals

→ **Pre-Meeting Planning**

- a. Agenda development
- b. Anticipating and mitigating challenges

→ **Meeting Facilitation Communication Skills**

- a. Checking your biases
- b. Accounting for different communication styles
- c. Listening for needs
- d. Responding to move the meeting forward
- e. Utilizing questions
- f. Avoiding psychological reactance

→ **Closing**

- a. Characteristics of high-performing teams and meetings
- b. Practical application of content

Ready to get started?

To schedule a workshop or for more information, contact us:
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