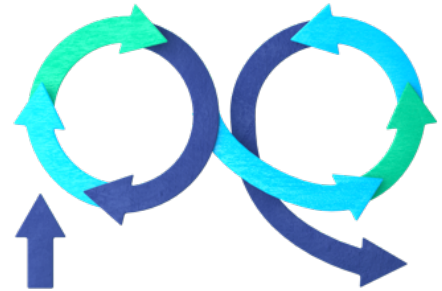


Facilitating Conciliation



Beyond Conflict Resolution

Facilitating Conciliation is a two-day course designed for the person who needs to work with conflict among individuals and groups. Rather than “managing” or “dealing with” conflict, this course works with the underlying root cause of systemic conflict. People can work together and form solutions even when conflict is built-in, normal and will not go away. Facilitating Conciliation works in all these situations.

“There is conflict within my organization, and often with stakeholders outside the organization. I am asked to intercede or facilitate in these situations. How can I use facilitation skills to get all parties on board and on track?”

As a facilitator working through a conflict situation, after taking this course **you will have:**

- ▶ An understanding of types and levels of conflict, and interventions;
- ▶ Methods and skills for discussion and dialogue;
- ▶ Methods and skills for problem solving;
- ▶ A proven way to proceed, regardless of the conflict;
- ▶ Tips, tools and practical applications for use.

PRICE: \$1,345.00 + TAX

REGISTER ONLINE AT <https://ica-associates.ca/courses/facilitating-conciliation>



Available as a classroom **In-Person (IP)** course, a scheduled **Live-Online (LO)** course

For more information or to register, please contact us at:

Email: ica@ica-associates.ca

Phone: 416-691-2316

Toll Free: 1-877-691-1422



The dates of all courses, and registration can be found online at:
<https://ica-associates.ca/courses/facilitating-conciliation>

Daily Structure

DAY ONE	DAY TWO
SESSION 1 The Nature of Conflict <ul style="list-style-type: none"> • Sharing Experiences • Exploring the Nature of Conflict • Levels of Conflict 	SESSION 3 Tools for Conciliation <ul style="list-style-type: none"> • ToP® Methods – A dozen ToP® tools and methods. Detailed use of some of them. • Conventional conflict resolution tools. • The Big Toolbox
SESSION 2 The Phases of Conciliation <ul style="list-style-type: none"> • Pillars of the Approach • Understanding the Journey of Conciliation • Keys to Success 	SESSION 4 <ul style="list-style-type: none"> • Case Studies • Designing complex Conciliation Processes

Please bring an example of a conflict to work with during the course.

Course includes:

This course includes a demonstration of methods, theory, applications, and practice sessions. It also includes a large array of ICA ToP™ and non-ToP™ tools which can be applied in many situations, as well as manuals and other reference material.

Who should take this course:

- ▶ Facilitators, trainers, managers, team leaders, consultants, lawyers, union leaders, human resources professionals, community leaders, parents, educators.

Links to Certificates

- ▶ **FLP** [Facilitative Leadership Program](#)
- ▶ **AFP** [ToP Advanced Facilitator Program](#)



Facilitating a culture of participation

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