



Unleashing Passion and Purpose  
In People and Organizations

### **Objectives**

- Learn to prevent difficult situations from occurring
- Discover how the facilitator sets the tone
- Choose the appropriate strategies for dealing with difficult people and difficult situations
- Build confidence in one's ability to deal with difficult people and difficult situations

## **Facilitating Group Dynamics**

*Facilitated by Penny McDaniel*

**Purpose:** Participants will learn skills and practice dealing with difficult people and difficult situations in meetings, training sessions, or other group events.

### **Setting the Stage**

- ◆ Creating an environment which encourages cooperation, collaboration, and participation
- ◆ Know your audience
- ◆ The keys to effective preparation

### **Basic Group Facilitation Skills**

- ◆ The importance of the facilitator's openness, humor and sense of self
- ◆ Using effective facilitation skills such as active listening, reflecting, clarifying, paraphrasing and summarizing

### **Dealing with Difficult People**

- ◆ Why people misbehave
- ◆ Strategies for dealing with difficult people

### **Dealing with Difficult Situations**

- ◆ Types of difficult situations
- ◆ Strategies for dealing with difficult situations

### **Facilitation Tools and Techniques that Work**

- ◆ The Facilitator's Toolkit

**Methodology:** This is a highly experiential program which combines short lectures, customized case studies, scenarios and exercises.

**Length & Size:** One day. Suggested class size is 24 or less.

**Materials:** Customized workbook. Facilitator's Toolkit is an additional fee of \$10.00 per person.