

## The Six Critical Skills for Facilitators:

1. Defining Session \_\_\_\_\_
2. Recognizing \_\_\_\_\_ Dynamics
3. Gaining \_\_\_\_\_
4. \_\_\_\_\_ Good Questions
5. Managing \_\_\_\_\_
6. Facilitating \_\_\_\_\_ and \_\_\_\_\_

### Managing Conflict Scenario

You are facilitating a meeting within a strategic planning process for a privately held company that has been in business for 20 years. Their sales are flat, they are losing market share, and they desperately need to break out with some new ideas. In the room are the CEO, the CFO, and the Vice Presidents of Consulting, Operations, Sales, Marketing, and Services and Systems. The VP of Consulting has been playing multiple roles and doing everything. The Marketing and Sales VPs are new and bring radically different views to the executive team. You are currently discussing branding and company vision. The VP of Consulting hears something that he doesn't want to hear – he takes it personally because he thinks he's being attacked by the person who says it. He is a passive aggressive person who then blows up. Suddenly, he intentionally throws a not-quite-empty coffee cup across the room using profanity and expressing personal sentiments to the person who was talking. The coffee cup flies across the table. People scatter, including the two new people who pulled away from the table immediately so they didn't get splattered. They say, "What happened? What's the matter?" and you see a wave of regret come over the VP of Consulting.

### Questions

1. As the facilitator, how do you feel?
2. What questions do you need to ask?
3. What is the first thing you do?

On a scale of 1-10, how would you rate your facilitation skills today? \_\_\_\_\_

What ONE idea that we discussed today, if you put it into practice, would move your skills up a point or two?

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