

Facilitation & Conflict Resolution



In recent times, facilitation has played a central role in helping organisations and communities to adapt to continuous change. Facilitation is now considered a core skill for leaders.

The Future Edge approach to facilitation is a dynamic approach for:

- solving 'impossible' problems
- strategic visioning
- running 'ordinary' meetings
- trust building and team building
- having 'difficult conversations'
- conflict resolution
- dialogue
- consensus building
- organisational transformation



We can facilitate for you or train your own facilitators.

What is facilitation?

Facilitation can be defined as 'the art of leading people through processes toward agreed-upon outcomes in ways that enable involvement, ownership and creativity from all involved.' In simple terms it refers to those skills and practices involved in leading group processes.

The value of good facilitation

- shared responsibility for outcomes
- participation and empowerment
- productive meetings
- motivation and contribution
- flexible response to change
- creative teams and projects
- alignment to vision and strategic plans
- time and resource economies
- organisational learning

Top facilitators:

- establish and maintain high levels of energy
- ask questions that influence the quality of the responses
- record the participant's words not their own
- use graphic facilitation techniques where appropriate
- focus on process
- separate neutrality from passivity
- design customised processes to address the sponsors need

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