

Conflict Management and Facilitation Skills

Background

The National Fraud Authority (NFA) was established in October 2008 to take forward the Government's response to fraud. They work with private, public and third sector organisations to increase protection for the UK economy from the harm caused by fraud and to create a more hostile environment for fraudsters, both at home and abroad. The focus is now more on preventing fraud from happening in the first place.

The NFA hosts periodical meetings with the police, other government bodies and private stakeholders to discuss these issues in order to develop a more comprehensive anti-fraud strategy.

The Head of Human Resources at the NFA commissioned Communicaid to design a training solution which would enable staff to minimise conflict during these meetings and manage frustrating and challenging situations more effectively.

Training Objectives

The key requirements of the training were to:

- Provide delegates with a framework for facilitating effective meetings
- Raise awareness of delegates' own style and other methods of dealing with conflict
- Provide delegates with strategies to enable them to be more assertive and manage conflict more effectively in the workplace
- Enable delegates to develop strategies for controlling the flow and outcomes of meetings

Challenges

The main challenges were seen as:

- Designing a sophisticated and robust programme for high-level staff, including members of the board
- Providing the delegates with a practical toolkit in a short space of time so that they would immediately see improved results from their meetings
- Contextualising the training to make it as practical and 'real' as possible

Training Approach

Communicaid held in-depth discussions with the Head of Human Resources and carried out a diagnostic consultancy with members of the board, including the CEO, who were to attend the training. This detailed analysis enabled Communicaid to design a two-part training solution. The first programme provided structure and techniques for more effective facilitation of meetings and gave delegates the opportunity to role play new approaches and strategies.

The second programme built on these skills providing senior delegates with high level skills and strategies for dealing with potentially challenging situations during meetings.



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Proposed Solutions

- **Facilitation Skills:** The first programme gave delegates an understanding of how to increase their awareness of their own and others' communication styles and focused on the key principles and process of meeting facilitation
- **Conflict Management:** The following programme focused more on interpersonal dynamics and how to manage difficult situations with their key stakeholders
- Exercises and activities were all based on delegates' own experiences and examples of roundtable meetings.

Client Feedback

"My objectives and expectations were exceeded. There was a very useful balance of topics and substance to help provide more effective best practice."

Delegate

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Results

The feedback was very positive where all delegates felt that they could take away a practical toolkit to use in their strategy and review meetings. Delegates in particular benefitted from being able to recognise the different styles of negotiators and knowing how to address them in their meetings.

Contact Details

For more information about how Communicaid can assist you and your organisation, please contact our Business Development Team:

T: +44 (0)20 3370 8580

F: +44 (0)20 3370 8501

E: info@communicaid.com

W: www.communicaid.com

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