



The going has gotten tough. Progress on a tough issue has stalled, and people are locking up on positions. It is clear that something must be done, but what?



It is time for you to employ your **Advanced Facilitation Skills** to:

- Deal effectively with difficult issues:
 - ❖ Identify the interests underlying apparently conflicting positions.
 - ❖ Develop creative alternatives to satisfy those interests; and
 - ❖ Bring the group to a consensus that all members will support.
- Deal effectively with difficult behaviors of members of the group:
 - ❖ Do not let them detract from the group's process or progress;
 - ❖ Include them in the group's consensus; and
 - ❖ Help them maintain their self-esteem.
- Make sure you have the right people involved, at the right time, and in the right way.
- Obtain full, complete, open and honest participation of all group members, in the group's discussions.
- Clearly define the issue and employ an effective issue resolution process.
- Keep on track, avoiding tangents and distractions.
- Achieve results - the satisfactory resolution of tough issues.

Advanced Facilitation Skills are taught in a multi-day Workshop that features intensive practice and feedback (including video feedback if desired).

