

# Transforming Conflict

## FACILITATION SKILLS FOR MANAGING GROUPS AND DECISION MAKING

### The Native Title Services Victoria experience:

*This training has enhanced NTSV's in-house capacity to manage disputes, engage with our clients and take meaningful instructions and enabled NTSV to contribute to the Right People for Country Project more effectively.*  
Tony Kelly – Lawyer, Native Title Services Victoria.

### CYGLER CONSULTING



If you are looking to encourage and support direct dialogue, assist the development of responsive groups and communities and open up opportunities for engagement and agreement-making then this training is for you.

Our approach is based on supporting open, honest and empathic interactions.

Working with your existing skills and experiences, this training aims to strengthen your ability to facilitate difficult discussions, support and respond to strong emotions and get clearer about the issues people are facing in order to better understand, manage and overcome conflict.

Throughout the course, you will be involved in a number of role plays and skill-building activities, enabling you to build confidence and capacity, deepen your understanding and develop your skills.

This workshop is delivered in-house and works with you in order to meet your organisations needs.

- **Develop new dynamics between people in conflict and foster a culture where they are able to engage in meaningful dialogue.**
- **Support and clarify priorities, consider emotional responses and improve decision-making processes.**
- **Change the quality of communication by facilitating constructive and compassionate discussions.**
- **Strengthen relationships and provide opportunities for engagement not previously perceived.**