

Conflict Management and Effective Communication Training

Presented by Now What Facilitation

Training Objective:

To provide learners with an experiential opportunity to learn theory and skills to support effective communication and conflict management for working within the sport sector.

Training Outcomes:

Participants will be confident in anticipating, recognizing, addressing and preventing conflict using direct communication. This will decrease the necessity of third-party intervention and mitigate long standing problems from compounding.

Time Commitment:

The workshops are broken down into two sessions in order to practice skills between sessions. Each session is 2.5 hours online. One month post workshops, we will meet to review material and check in.

Agenda

Session 1 (2.5 hours)

Anticipate and Recognize

1. Impact of interpersonal conflict on the sport sector
2. Connection building
3. Establishing contextual group guidelines
4. How does conflict work?
5. Understanding perception and assumptions
6. identification of individual conflict styles and how to work together.
7. Application of skills commitment for the next week.

Session 2: (2.5 hours)

Address and Prevent

1. Moving from positions to interests: How to create an all-win
2. Effective communication and tricky conversations
3. Giving and receiving feedback
4. The stages of team development
5. How will this work continue?

Session 3 (90 minutes)

Review and Check in

Conflict training is not a one-off event. To support ongoing learning, development and accountability we facilitate a follow-up meeting one month post workshop to explore what is working well and areas of concern.

Each module includes learner activities for experiential learning.

Facilitators:

Nadia Kyba, MSW, RSW President, Now What Facilitation

Nadia has worked in the field of Alternative Dispute Resolution for 25 years. Within the Provincial Child Welfare system, Nadia worked as a social worker, team leader, collaborative practice facilitator and practice consultant. Nadia has extensive experience facilitating dispute resolution for a wide variety of cultural groups including extensive work with Indigenous communities.

Nadia's passion for training and conflict management led her to design and facilitate workshops for business and sports associations to address individual and group conflict. She is a regular instructor with the Justice Institute of British Columbia where she trains social workers in foundational skills such as conflict management and forensic interviewing. Nadia is an Adjunct Professor at the University of British Columbia in the School of Social Work.

Nadia believes that involvement in organized sport can have a significant impact in the lives of children and adults. Nadia is the Safeguarding Liaison at viaSport BC. She is also a named Expert with the US Anti-Doping Agency's True Sport Program where she provides speaking engagements, interviews, resource development, articles and video resources to support National level Coach and Athlete development in the United States. Her work has been featured by USA Basketball, USA Water Polo, USA Swimming, USA Figure Skating and USA Lacrosse.

Sukhi Sidhu (BA, MA - Conflict Analysis and Management) has been working in the field of Dispute Resolution as a Collaborative Practice Facilitator for over a decade guiding planning meetings to develop child safety plans. She specializes in assessing and

resolving complex multi-layer conflict situations and brings a toolbox of interventions and approaches including interviewing, facilitation, mediation, conflict coaching, group facilitation and training services. Sukhi has provided services to youth, families, non-for profit organizations, including business and sports organizations. Her unique blend of experience coupled with her academic background, allows her to use conflict as a growth opportunity, evoke learning and bring about agreements for resolution. Sukhi's expertise and natural ability to build relationships supports clients to move from chaos to clarity.

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