

Roll On: Advanced Conflict Management and Effective Communication Workshop

Presented by Now What Facilitation

Prerequisite

This is How We Roll: Conflict Management and Effective Communication Workshop

Workshop Objective:

To provide learners who have completed the initial workshop and are looking to improve their skills in effective communication and conflict management.

Workshop Outcomes:

Participants will be confident in managing difficult situations using communication, negotiation and mediation skills. This will decrease the necessity of third party intervention and mitigate long standing problems from compounding.

Time Commitment:

The workshop is 2.5 hours and can be done in person or online.

Agenda

1. Impact of interpersonal conflict on the sport sector
2. Review
3. Advanced Effective Communication skills
4. Communicating through Resistance
5. De-escalation skills
6. Moving from Positions to Interests: Mediation Theory
7. Applying theory to practice: Role play and case study
8. How will this work continue?

Participants will be asked to bring scenarios that they struggle with to use as case studies during the workshop.

Our Approach

We understand that individuals come to training with different learning styles influenced by diverse life and cultural experiences. We approach adult education with the following principles.

- 1. Strength Based, Culturally Safe and Trauma Informed Learning Environment:*
Effective learning can only happen when participants feel safe, and comfortable to take risks. We create a space that recognizes the influence of adverse and diverse life experiences that impact one's ability to make connections and participate fully. In seeking to create a safe learning space, we develop a learning agreement at the beginning of the curriculum and model the conflict management, self-care and communication skills and tools that we train learners to use throughout.
- 2. Experiential Learning:*
Everyone has a different learning style. Our curriculum is developed with careful consideration to incorporate a variety of modalities including small group work, self-directed learning, lecture, large group discussion and role plays.
- 3. Feedback:*
Every group is different in participant make-up and in group dynamics. We pay careful attention to these dynamics in order to ensure the learning environment is a positive one to keep learners engaged and ensure an optimal learning environment. One of the ways that we do this is by seeking feedback through the day, at the end of each module and upon the completion of training in order to continually improve and adjust our delivery as needed.

Introduction to Nadia Kyba and Now What Facilitation

Now What Facilitation

Our team of facilitators have extensive expertise and experience in the field of conflict management, instructional practice and meeting facilitation.

Working in the field of conflict management for over 20 years, our involvement spans the public, private and not-for-profit sectors. Our clients include sports associations (coaches, administrators, volunteers, and team members), educators, lawyers, health professionals, psychologists, social workers, families and more.

Using group workshops, strategic planning, team interventions, individual coaching and policy review - we will help you and your team overcome the unique obstacles that distract you. Our services support growth, productivity, and retention.

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.

Please visit <https://www.nowwhatfacilitation.com/our-team> to view a full list of our training team.