



## FACILITATION

### Multi-party conflict

- Definition** When groups and teams are in conflict, a neutral party is engaged to facilitate a process of change from conflict to collaboration and decision-making. The Facilitator assists the parties to understand the conflict and resolve it, ensures that all ideas and views are heard, and guides the decision making process. The Facilitator will use a range of skills to assist people hear and understand, allowing people to achieve the most effective outcome using all of the creativity of the group. The Facilitator does not make suggestions as to outcome. The Facilitator may use mediation processes and skills and small group work to facilitate conflict resolution. The Facilitator may assist with the training and capacity building skills that can be developed to allow everyone to contribute to outcomes.
- Outcomes** A fair result for everyone or a fair way of making decisions if conflict endures. Improved relationships between the parties. Innovative and progressive ideas for the future.
- Features** Ideal when despite conflict parties desire to improve relationships. Allows everyone to contribute. Resolves conflicts of ideas and possible disagreements as people search for best solution. Used extensively in collective bargaining, in workplaces, and when large teams need to engage in problem solving but are frozen or hampered by conflict.
- Method** As an outside party guaranteed neutrality by the terms of engagement, the Facilitator might meet with each person or with groups of people to design a way of engaging in the discussions needed to come up with a solution. The Facilitator will assist with the discussion and usually will record outcomes achieved and action lists. Often an iterative process. The Facilitator may make use of mediation tools like private meetings to assist in breaking deadlocks and resolving conflict.