



Transformational Conflict Facilitation for Groups and Organizations

SKILL ENHANCEMENT SEMINAR

Barbara Barnes and L. Therese White

FEATURING KEN CLOKE,

The pioneer of the *Transformational* approach,
joining for 2 key presentations including discussion

THE SEMINAR

For Facilitators, Mediators and Organization Leaders

The *Transformational* approach dramatically improves the outcomes of facilitations through:

- Utilizing the impacts of transparency, mindful presence and innovative approaches that deepen participants capacities for collaboration and relationship
- Prioritizing *understanding before* agreements are discussed and created
- Agreeing on a course of action if final agreements need to be modified after the process has concluded (A cornerstone of *Transformational Facilitation* processes)

Transformational Facilitators find unlimited ways to grow and learn within this model and are encouraged to do so.

Virtual Platform

We will utilize Zoom for this course.

Note: Parts of this course will be recorded and available for participants use only.

Experience

Each class will consist of:

- Presentations about the topic
- Experiential exercises & Break-out sessions
- Discussion, Questions, Sharing

Teachable moments will be utilized, and the instructors will demonstrate qualities unique to the *Transformational* approach including transparency, curiosity, crafting sustainable agreements and deep listening. Participants will be encouraged to find ways to incorporate the methods in ways that fit with their own styles.

Schedule

4 Sessions: Wednesday February 14th through Saturday February 17th, 2024

Each Session from 9:00 am - 2:30pm Pacific Time, Includes a 30-minute lunch break

Bio-breaks will be plentiful in order to support sustainable integration of the materials.

Course Fee: \$540 (Includes all materials)

Class Size: 20-35

How to Register

Complete the registration form at
<https://forms.gle/GF2S1GSLAty87rRj6>

Information about payment methods are on the form for your convenience.

Early Bird Discount: Take \$40 off and pay \$500 by January 31, 2024

Pre-Training Questionnaire

In order to tailor the course to include your needs, you will be sent a questionnaire. All responses will be confidential.

Seminar Assignments

- Review assigned chapters before each session, in the manual that will be provided electronically.
- Consider keeping a brief journal at the end of each day of what was learned, and what questions arose.

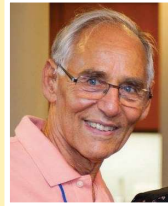
Seminar Agreements

In order to maximize their experience and the experience of their co-learners, Participants agree to:

- Attend each class.
- Commit their full attention to the course, *meaning no other digital use or distractions during class.*
- Arrange their technology so that their faces and upper bodies are visible on Zoom and ensure that their microphones are functioning.
- Assure that their WiFi connections are as stable as possible.
- Commit to spending 30 minutes after each session without digital media use, this time for writing, listening to soothing music, resting, walking, or using somatic practices. This will ensure the integration of the material and give room for processing if necessary. This also supports letting the nervous system rest after an intense period of decoding pixels from the screen and adjusting to an actual environment. Transitions matter.

braveconversationsllc.com
(406) 410-1444

Course Instructors



Ken Cloke

Ken Cloke is a world-recognized mediator, dialogue facilitator, conflict resolution systems designer, teacher, public speaker, author of numerous books and articles, and a pioneer and leader in the approach of *Transformational* facilitation and mediation for the last 42 years. In addition to the United States, he has facilitated in over 28 countries. His university teaching includes mediation, law, history, political science, conflict studies, urban studies, and other topics at several colleges and universities including Pepperdine University School of Law, Southern Methodist University, University of Southern California, Global Negotiation Insight Institute at Harvard Law School, Omega Institute, Albert Einstein College of Medicine, Cape Cod Institute, University of Amsterdam ADR Institute, Saybrook University, and Massey University (New Zealand). He lives in Santa Monica California.
kencloke.com



L. Therese White

Therese has co-mediated with Ken Cloke. She was a coach during courses taught by Ken Cloke and Joan Goldsmith at the Straus Institute for Dispute Resolution through Pepperdine University. She has been providing Employment Mediation Services and Workplace Conflict Consulting since 1992. She specializes in mediating and facilitating emotionally charged, diversity-related employment disputes dealing with race, culture, gender, age, disability, and sexual identity. Her client list includes large, well-known private and public sector organizations as well as smaller businesses. During her seventeen years as a former trainer for the Los Angeles County Bar Association, Therese has trained over a thousand attorneys, corporate and public sector executives, and their staff in conflict prevention and resolution strategies. She lives in the greater Los Angeles California area.
theresewhite.com



Barbara Barnes

Barbara Barnes has worked with hundreds of organizations and groups in conflict, and has trained facilitators in her own offerings and has provided mediation/dispute resolution training to schools and students. She has assisted Ken Cloke and Joan Goldsmith, teaching at The Straus Institute for Dispute Resolution and the University of Southern California School of Law. She has also assisted with Ken's mediation training. In addition to Organizational Consulting and Facilitation, she provides conflict coaching to executives, spiritual teachers and creatives. She uses *Transformational* principles, seeking to embody omni-partiality in all aspects of the work. Having trained in Hakomi (mind-body psychotherapy), she brings a strong understanding of ways to incorporate trauma aware best practices to facilitations, dialogues and mediations. A long-time meditator, her ongoing studies include the neurology of conflict and trauma, mindfulness, and areas of bias including training white people in anti-racism efforts and "calling in" instead of "calling out" with Loretta J. Ross.
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Course Objectives

Upon completion of this course, Participants will have skills to:

1. Understand the importance of *modeling* the principles of *Transformational* methods and the value of a mindful presence when practicing the principles.
2. Confidently assess the nature of conflict.
3. Design large and small group processes:
 - a. That support people in coming to a deeper understanding of the nature of the conflict they are in,
 - b. That support experiencing shared values and needs even during conflict or disagreements, and
 - c. That support groups as they work toward sustainable and flexible agreements over time.
4. Identify aspects of Systems Theory that govern group conduct.
5. Find new ease in utilizing:
 - a. Transparency in facilitation,
 - b. Curiosity in the moment and during design work,
 - c. Exploring one's own discomfort and judgments that arise and using those in the service of further understanding the group being worked with,
 - d. Leadership that is omni-partial,
 - e. Important pauses and quiet moments,
 - f. Standing with an empathetic, soft, curious attitude in the face of anger and fear expressed by group members,
 - g. Ways to raise or lower energy in a group,
 - h. Humor, and,
 - i. Ways to explore "teachable moments" to help participants find new ways to see conflict.
6. Understand the importance of working with one's own confirmation biases with grace.
7. Understand the benefits of "front-loading" sessions.
8. Understand how trauma responses may appear and have some tools to work with that.
9. Have more fun facilitating via Zoom, including:
 - a. Break-out groups, polls, use of music, and use of recording and ethical considerations.
10. Elicit "agreements of conduct" at the start of Facilitations.
11. Understand when pre-facilitated session questionnaires can be helpful and:
 - a. Wording that is clear and open,
 - b. The importance of phrasing, and
 - c. The importance of open questions.
12. Understand the dynamics of real and perceived differences and how they impact power, agency, autonomy, and the way this impacts agreements being reached by groups:
 - a. Racial
 - b. Gender
 - c. Ability
 - d. Geo-political
 - e. Economic
 - f. Educational
 - g. Geographical
 - h. Cultural
13. Be comfortable with the practice of writing a case study after each facilitation, dedicating time to the consecration of missed opportunities to the service of future work with human beings experiencing conflict.
14. Understand the benefits and appropriate timing of conflict coaching for individuals or groups during a process.
15. Understand how to estimate hours needed for processes, and how to recognize that estimates are not yet possible.
16. Understand some of the neurological impacts of digital formats on the brain and, therefore, on the manner that people integrate the work of conflict resolution and prevention.
17. Name and understand the great value of a mindfulness practice or something comparable and how it supports an elevated facilitation experience.