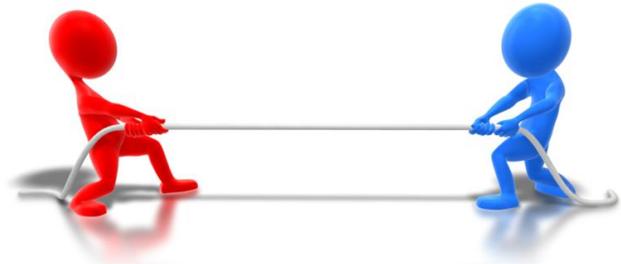


Why have tools for reducing conflict?

Tools for reducing and managing conflict are employed to help create a safe environment for participants, and provide ways to make your work/meetings more effective.

Why is it important to have these tools?

- Damage is easier to prevent than undo.
- As a meeting facilitator you will face a variety of challenges and it will take more than one tool to keep your meetings on track.
- People lose interest in efforts that get stuck in conflict and do not make enough progress.



Manage and reduce conflict to ensure good decision-making and unified progress.

Handy tools in your facilitation toolkit:

- Pay attention to your *room set up*, be as inclusive as possible.
- Have a previously shared *agenda*.
- Do not skip *introductions* of participants. It helps build personal relationships. Use name tags when possible.
- Establish *Ground Rules* very early on and revisit whenever necessary.
- Build a *safe environment* for discussions. Control negative comments through ground rules and active facilitation.
- Clearly *identify the issue(s)* at hand.
- *Summarize* what you are hearing – thereby *accepting and legitimizing* the input.
- Establish clear *agreements on “process”* when possible.
- Put it *back to the group* in difficult moments, it builds ownership.
- Identify what is known and what *additional information* is needed to move forward.
- Take and share meeting *notes* with the group.
- Make clear “*Action Items*” from every meeting.
- *Record all agreements* in the notes.
- *Do not let matters get personal* for anyone.
- Use a “*Bike Rack*” or “*Park lot*” to capture items that need more attention than you have time for, allowing you to move on and return to them at a better time.

