

Facilitated Conversations

What is a facilitated conversation?

- A conversation between two or more individuals/groups in which a facilitator helps parties overcome communicative barriers and engage in productive conversation regarding issues of mutual concern
- A highly effective tool in addressing interpersonal, behavior and some performance issues between co-workers or supervisors and their subordinates
- A *less formal* process than mediation which utilizes an impartial third party who can offer a different perspective, to help with communication and resolution of issues. There are no written agreements and no formal steps to follow

Benefits to a facilitated conversation:

- Gives people a voice without having to invoke a formal process and can be used at any stage, even before a formal conflict has been declared
- Provide individuals with an opportunity to step back and engage in a respectful discussion
- Re-establishes trust and engagement in meaningful communication
- Offers people the opportunity to speak freely and openly about their needs, interests and opinions
- Unlocks understanding of the other person's perspective
- Initiates understanding about emotions and personal contributions to the issue
- Restores interpersonal workplace/education relationships and a future-focused process for moving forward

Want more information?

Contact your *HR Consultant* with any questions you have or to discuss facilitated conversation services.



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Services