

## ADVANCED TRAINING

# Dialogue Facilitation

Facilitation is about creating a safe atmosphere so that the participants in a dialogue can talk to each other in an honest, open and empathetic manner. Dialogue is not a discussion, a panel conversation or a lecture. It is a process-based conversation based on active listening and good questions, where important elements are inclusion, respect, joint ownership and humanity.

Using this framework, the facilitator's role is to create a safe space where the participants feel respected, listened to and valued – they take part in a conversation where their voices matter.

Participation in this course generally requires previous participation in the introductory course «Dialogue in Conflict». Participation in a similar course or extensive experience with dialogue work can compensate for this requirement.

## TRAINING CONTENT

This course consists of a number of topics and tools required to facilitate a dialogue. This is a five-day process-oriented course that addresses various aspects of the facilitator's role. During this course you will have the opportunity to practice this role through role play, and to reflect on the many challenges a facilitator may face.

*The main components in the program are:*

### **Interactive recap of the concept of dialogue**

A short recap of definitions of dialogue and the two most important elements in dialogue, active listening and asking questions, through interactive exercises.

### **Reflective activities on dialogue facilitation**

What is dialogue facilitation, and how does this approach differ from mediation, moderation or leading a discussion or debate.

### **The role of the facilitator**

Brainstorm around the role of the dialogue facilitator and its main characteristics. Elaborate the importance of multipartiality in facilitation and how to maintain this approach throughout the dialogue.

**Practicing dialogue facilitation**

Participants will get insight in the difference between conflict based and public dialogues and practice facilitation through role plays based on conflict situations or topics presented by the trainers. They will receive comprehensive feedback based on observation from both the trainers and other participants, which will help them understand the role and its implications.

**Challenges in dialogue facilitation**

Participants will reflect around different challenges related to the role of the facilitator; navigating power imbalances, outbreaks of strong emotions, or spoilers of the dialogue and how to be an authority without becoming authoritarian.

**Dialogue as tool for reconciliation**

To reconcile is challenging process, but possible. In an interactive process participants will explore the concept of reconciliation and what role dialogue can play in this process.

**Planning a dialogue process**

The participants will gain insight in the differences between a dialogue session and a dialogue process. Knowing when to use dialogue and what its limits are will be discussed. Participants will learn about different steps in the process and techniques to motivate people to stay active throughout. In addition to conflict transformation processes, the training will cover how to plan and execute public dialogues.

*The training is built up in such a way that participants learn tools and participate in exercises that can easily be put into practice afterwards in professional private life.*