Advanced Facilitation Course
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Goal: To prepare a select group of internal consultants in a work setting for facilitating contentious situations.

Skills:
1. Know where you are
   - Where am I in the system?
   - Assess the facts and dynamics of the situation and the relationships.
   - Understand and manage the energetics of the situation.

2. Meet the other
   - Model impeccable communication skills.
   - Engage the emotional content in an appropriate way.
   - Work with the power relationships.
   - Practice appreciation as a method of relationship building.
   - Work with the stories people tell themselves.

3. See what you can do together
   - Use various and situational methods to build consensus.

Methodology:
Work with scenarios that come from the work settings, especially:
   - One-on-one
   - Intergroup
   - Intragroup
   - Labor-management
   - Inter-organizational
   - Inter-cultural

Use role-plays, dialogue, exercises, and coaching/mentoring to develop the eight skill sets in these settings.