

# Violence reduction in schools workshop



## Session 3:

### The Facilitator Reference Guide: Training methodology - second part:

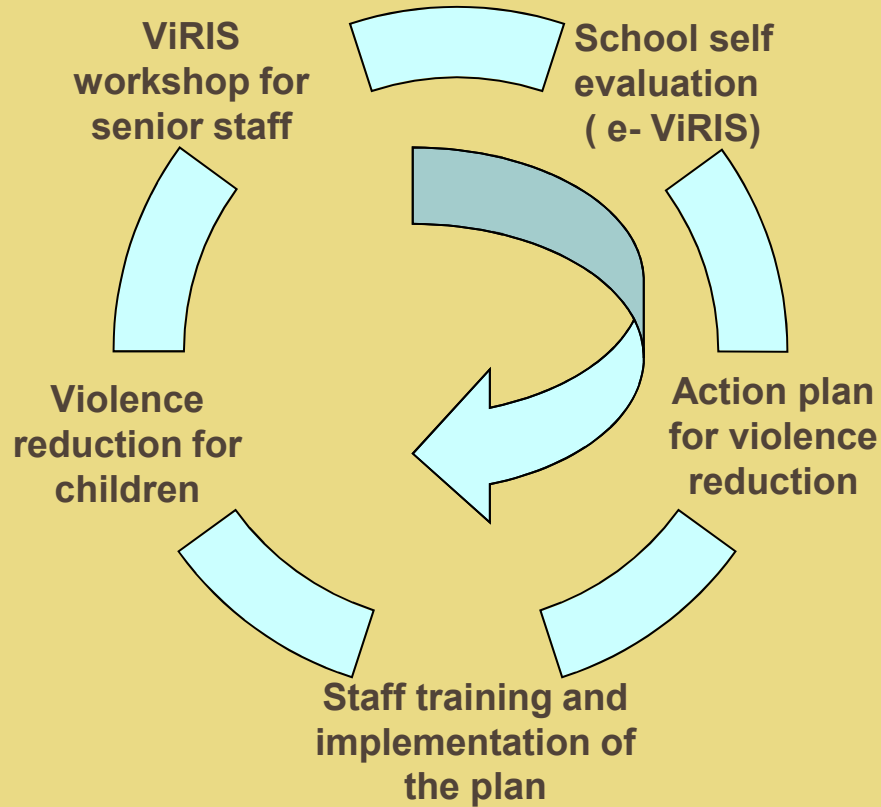
- training techniques
- effective group working
- training styles
- conflict resolution

“Peace is not the absence of conflict but the presence of creative alternatives for responding to conflict”

Dorothy Thompson



# The ViRIS improvement cycle



# Successful group working



- 5.1 Creating a learning community
- 5.2 Identifying skills and prior learning of the group
- 5.3 Understanding group dynamics and taking them into account
- 5.4 Recognising that it takes time for groups to develop into an effective working partnership
- 5.5 Agreeing appropriate roles with group members
- 5.6 Improving a learning environment
- 5.7 Creating a sense of group identity

# Motivating adult learners

## Adult learners:

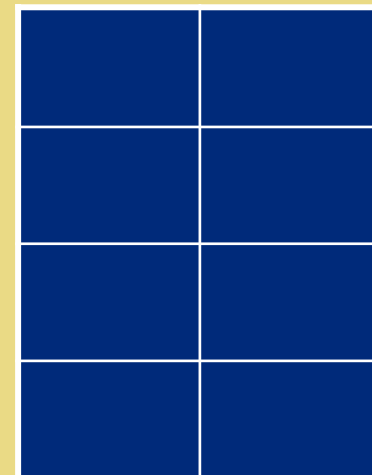
- are self-directed – they decide what they want to learn;
- use previous knowledge and experience to shape their learning;
- learn for specific purposes and must be motivated to want to learn;
- want to apply what they have learned to solve problems.

# Activity 3.2 – Thought shower + wall of bricks

Make some “bricks” by tearing A4 paper into 8 pieces.

10 minutes – write a useful facilitation technique on each “brick” and add it to our wall of bricks.

If someone else has the same idea as you, cover their brick with yours.



# Group training techniques

- Thought showers
- SWOT analysis
- Case study groups
- Role play
- Card sorts, wall of bricks, picture posters, sticky notes, etc.

# Group activities

- Pairs
- Trios
- Choice groups
- Small groups
- Round robin
- Whole group

# Feedback methods

- Flip chart presentation
- Sticky notes on posters around the room
- Group choice – poems, songs, role play charts, etc.
- Pairs ideas cascade
- Hot-seating
- Group visits to each other
- Coffee break posters



# Optional additional activity 3.3

- Please work in your table groups.
- Take an example of an activity in the Facilitator Manual.
- Decide on the most effective type of group and how you would prepare them for training in this activity.
- Be prepared to tell others why you chose that grouping by using one of the feedback methods suggested on the previous slide
- Don't be constrained by the list!

# Facilitation styles

- **Coercive** “Do what I tell you”
- **Authoritative** “Come with me”
- **Affiliative** “People come first”
- **Democratic** “What do you think?”
- **Pace-setting** “Do as I do, and do it now”
- **Coaching** “Try this”

# Extension – conflict resolution: Active listening activity

Speaker 1

**Listeners look away from the speaker and do not speak.**

Speaker 2

**Listeners look at the speaker, nod and smile but do not speak.**

Speaker 3

**Listeners look at the speaker, nod, smile and Comment.**

# Extension – Active listening techniques

Reflecting the content, for example by saying

“So you are saying that you managed to get all your colleagues to agree”

Naming the feeling, for example:

“So you must have felt very pleased”

# Extension – resolving a conflict: notes

What was the situation?

How did you feel about it?

What did you do?

How successful were you in resolving  
the conflict?

# Extension – resolving a conflict: Activity - coaching skills

5 minutes

A will describe what happened

B will coach A

C will observe B and make notes for feedback

5 minutes

A will tell B what it felt like being coached by him/her

C will give B feedback on her/his coaching skills