

Peer Leadership Course

Tutors Handbook



SAFESPACE4YOUTH
YOUTH COMMUNITY



Module 2

Facilitating Peer Workshops

Learning outcomes

Knowledge	Skills	Competences
<ul style="list-style-type: none"> Learning to facilitate work or decision-making processes among young people. 	<ul style="list-style-type: none"> Effective communication, empathy and interpersonal skills, conflict management, strategic thinking, flexibility and adaptability, creativity and problem-solving. 	<ul style="list-style-type: none"> Develop facilitation skills to effectively lead peer workshops, manage conflicts, and make referrals.

Learning/delivery time of this module

Activities	Self-study	Evaluation / Reflection	TOTAL TIME
4 hours	5 hours	1 hour	10 hours





Theoretical background

Facilitating participatory processes and teamwork among young people is a fundamental part of the work of youth professionals. Facilitation is the process of accompaniment in their work, not guidance or simple leadership. The aim of facilitating processes is to let young people decide their own path and help them to solve the challenges they will face either through training or conflict resolution.

The facilitation process can be especially effective when tasks are divided equally depending on everyone's skills and knowledge. This provides for equal ground, where everyone feels included in the decisions made and in the progress of the task or challenge.

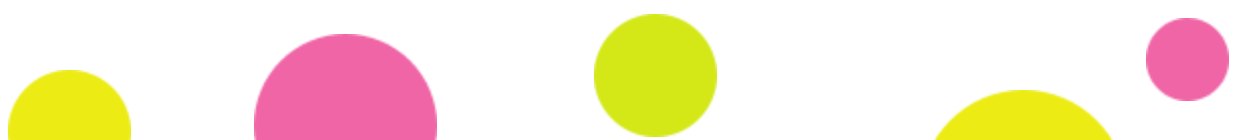
Activity 1

Activity name	Facilitator skills
Objectives	Understand the importance of facilitation skills in group work. Identify and practice key skills for effective group facilitation. To foster a participatory and collaborative environment during the session.
Time needed for delivery	120 min
Preparation (room setting, tools, props, resources)	Flipchart or whiteboard. Markers. Sheets of paper and pens for participants. Role-play scenarios for the practical exercises.

Introduction

You can start the session by explaining the differences between facilitation and training to contextualise them.

The ability to successfully facilitate meetings, teamwork sessions or any process involving a group of individuals is a fundamental skill in today's world, where collaboration, diversity of ideas and effective decision-making are essential for organisational success.





The main objective of this training is to equip youth with the competencies needed to facilitate groups effectively, fostering an inclusive environment, where every voice is heard, and where diversity of thought is harnessed to generate meaningful results.

You can use the following idea as a summary of the session or to introduce the topic, whichever you prefer: <https://www.youtube.com/watch?v=So8aseCO3hY>

Step-by-step facilitation

1. Introduction (15 minutes)

- Welcome the participants and introduce the objective of the session.
- Explain the role of the facilitator and the importance of facilitator skills in group dynamics.

2. Importance of Facilitation Skills (20 minutes)

- Brief discussion and brainstorming on the benefits of effective facilitation in group settings. Participants will write down (on a flipchart) the concepts and ideas they reflect on to keep them on display during the session.
- Introduce the examples of how facilitation skills can improve productivity and collaboration:
 - a) A skilled facilitator fosters open and clear communication among group members. This avoids misunderstandings, minimises conflict and ensures that everyone is aligned on objectives and tasks.
 - b) When the facilitator practices active listening and demonstrates empathy for the concerns and opinions of group members, an atmosphere of trust is created.
 - c) A facilitator trained in conflict management can quickly identify tensions within the group and address them constructively.
 - d) An effective facilitator guides the group towards collective decision-making. By using methods that promote everyone's participation, different perspectives are harnessed, and more informed and consensual decisions are achieved.
 - e) A facilitator can use techniques such as brainstorming and lateral thinking activities to stimulate new ideas and innovative solutions.

3. Key Skills for Facilitating Groups (30 minutes)

- Presentation of essential skills: effective communication, active listening, conflict management, leadership, etc.
- Group discussion on personal experiences related to these skills and how they could be improved. Participants will be given 10 minutes to think about these experiences and write them down on a piece of paper, after which each participant will be given the opportunity to explain the experience they have written down.

4. Practical Exercises (40 minutes)

- Division of participants into small groups.
- Assignment of roles: facilitator, observer and participant.





- Randomly hand out some simulated scenarios where participants practice facilitation skills.
 - a. In a group of three people, one of them wants to make structural changes in the organisation of an event that is almost finished, and the rest do not want to.
 - b. This is a new group, with people who do not know each other at all but have to organise themselves to work together on a project.
 - c. One of the people in the group doesn't work because of laziness and the rest of them are in charge of everything and are fed up.
- Rotate roles so that everyone experiences facilitation and receives constructive feedback.

5. Debriefing and Feedback (15 minutes)

- Share experiences and learning.
- Discussion on challenges faced and how to overcome them.
- Feedback among participants on facilitation skills demonstrated.

6. Closing (10 minutes)

- Recap of key points.
- Invitation to participants to continue practising and developing these skills.

Methodological approach & tips

The facilitator should consider the following:

- We will work with the participant's own experiences, so it is essential that they feel comfortable and in a safe space.
- You must ensure the active participation of all the participants, so try to motivate those who are more shy or quiet and control the speaking time of the more extroverted or participative people.
- Gain participants' trust and be open to encourage them to ask you all the necessary questions.
- Be flexible and adapt the practical exercises and reflections to the needs of the participants.

Evaluation

To evaluate this activity, the facilitator should consider the following:

- Conduct an ongoing evaluation and take note of how the participants act during the facilitation in order to provide feedback.
- Keep the opinions they explain to you during the reflections and discussions.
- Do a final evaluation exercise before closing the session to see what they thought of the session.

Resources

1. [WebQuest - GenQuest](#): Platform that offers challenges through WebQuests to work on soft skills that are useful in teamwork.





2. Become a better workshop facilitator in 8 minutes: [Become A Better Workshop FACILITATOR In 8 Minutes \(Facilitation Technique\) - YouTube](#)
3. What are facilitation skills and how to improve them?
[What are facilitation skills and how to improve them? | SessionLab](#)





Activity 2

Activity name	Conflict resolution
Objectives	Understand the nature of conflict and its impact on group settings. Identify different approaches to conflict resolution. Develop practical skills to manage and resolve conflicts constructively.
Time needed for delivery	2 hours
Preparation (room setting, tools, props, resources)	Flipchart or whiteboard. Markers. Sheets of paper and pens. Role-play scenarios for the practical exercises.

Introduction

Conflict is an inherent part of human interactions and can often arise within teams, between colleagues or in any setting where there is a diversity of opinions, goals, and values. How we manage these conflicts can make the difference between constant tension and a path towards collaboration and resolution.

The fundamental purpose of this training is to provide you with the practical and strategic tools that will enable you to deal with conflict constructively, transforming differences into opportunities for growth and strengthening interpersonal relationships.

Step-by-step facilitation

1. Introduction (15 minutes)

- Welcome the participants and introduce the objective of the session.
- Exploration of initial perceptions of conflict and its impact on teamwork.
Participants will brainstorm concrete situations that generate conflicts and the impact they have on the group.

2. Understanding Conflict (20 minutes)

- Definition of conflict and its common causes in group settings: Conflict is a situation in which two or more people with different interests enter into confrontation, opposition or take mutually antagonistic actions, to harm, eliminate the opposing party or take away power of some kind in favour of one's own or a group.
- Examples of causes of conflict:
 - a) A selfish attitude.





- b) Lack of teamwork skills.
 - c) People feel obliged to "win" in their interactions because losing has the effect of hurting self-esteem.
 - d) Lack of trust in other people.
 - e) Competition at inappropriate times.
 - f) The formation of "cliques" and the search for blame.
 - g) Intolerance of differences.
 - h) Lack of support between people leading to loneliness and isolation.
 - i) Resentment of others' achievements, possessions, or qualities.
 - j) They do not know how to express their needs and desires effectively.
 - k) They do not find space to express their emotions and needs or are afraid to do so.
 - l) They cannot listen to each other.
 - m) They do not observe carefully.
- a. Discussion of the different ways in which conflicts can arise and affect group dynamics.

3. Approaches to Conflict Resolution (30 minutes)

- Presentation of different methods and approaches to conflict resolution (negotiation, mediation, conciliation, etc.).
- Examples of conflict situations and how they could be addressed using different approaches. The following video "Resolving Conflict" could be useful:
<https://www.youtube.com/watch?v=QyXFirOUeUk>

4. Conflict Resolution Skills (40 minutes)

- Practical skills development - explaining the different skills they should have to resolve conflicts:
 - a) Effective communication in conflict situations.
 - b) Active listening and empathy.
 - c) Negotiation techniques and finding win-win solutions.
 - d) Emotional management and stress management in tense situations.
- Guide the participants to think about conflicts they have experienced and if they have applied the above-mentioned skills to these situations. Invite them to reflect on the above and offer each other advice on how to better deal with these types of conflict in the future.

5. Applying a conflict resolution technique (30 minutes)

- Explain the following techniques to the participants:
 - a) **Avoiding:** This method involves simply ignoring that there may be a conflict. People tend to avoid conflict when they don't want to engage in it. Avoiding allows them to ignore that there is a problem. There are situations when avoiding conflict can be an appropriate response, such as when there is no clear solution, or a frustrated party needs time to calm down before confrontation. However, avoidance can require more effort than merely facing the problem and can cause



friction between the disagreeing parties. When conflict is avoided, nothing is resolved.

- b) **Competing:** Competing is an uncooperative, overly assertive method used by people who insist on winning the dispute at all costs. It's known as a win-lose strategy. This method is not often identified as bringing satisfactory resolutions, as it doesn't allow for collaborative problem-solving.
 - c) **Accommodating:** This strategy, also known as smoothing, involves one party acquiescing, giving the opposing party exactly what it needs to resolve the problem. This method allows you to resolve a problem in the short term while working toward a long-term solution. In some cases, accommodating can be an appropriate resolution to a conflict. For example, if your opinion on the matter is not very strong, it is often easier to comply.
 - d) **Collaborating:** Like the compromising method, collaboration involves working with the other party to find a mutually agreeable solution to a problem. It's known as a win-win strategy. For example, a salesperson and client may work together to negotiate contract terms until both parties find it agreeable.
 - e) **Compromising:** This strategy, also known as reconciling, seeks a mutual agreement to settle a dispute. It's known as a lose-lose strategy since both parties willingly forfeit some of their needs in the interest of reaching an agreement. This can be a quick way to resolve a conflict without it becoming a bigger issue. Compromise can also be used as a temporary method to avoid conflict until the parties involved can implement a more permanent solution. It is appropriate to compromise when it would not be possible to make both sides completely happy while still moving forward.
- Participants will choose one of the techniques above and create a related role-play.

6. Debriefing and Feedback (15 minutes)

- Share experiences and learning.
- Discussion on challenges faced and how to overcome them.

7. Closing (10 minutes)

- Recap of key points.
- Invitation to participants to continue practising and developing these skills.
- We will watch the following video as a summary: [Conflict Resolution 101 - YouTube](#)



Methodological approach & tips

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Resources

- [5 Conflict Resolution Strategies: Steps, Benefits and Tips | Indeed.com](#)
- [Causas de los conflictos en los grupos – El caso Pablo](#)

Suggestion for self-directed learning:

There are many group facilitation dynamics, we don't have to reinvent the wheel, we recommend reading and researching existing resources.

You can check the following resources:

- [International Association of Facilitators](#) (IAF): The IAF website offers a wealth of resources, including articles, blog posts and tools for facilitators.
- Book: Facilitator's Guide to Participatory Decision-Making. Sam Kaner
- Library of facilitation techniques: [Facilitation Techniques and Workshop Activities | Library | SessionLab](#)
- Book: "The Conflict Resolution Toolbox: Models and Maps for Analyzing, Diagnosing, and Resolving Conflict" de Gary T. Furlong.





Evaluation and Assessment:

Quiz

1. Conflict resolution always leads to a perfect and satisfactory solution for all parties involved. - YES/NO
2. When conflict resolution is managed effectively, it can lead to significant growth and development both personally and in interpersonal and organisational relationships. - YES/NO
3. Resolving a conflict constructively can strengthen trust, improve communication and foster greater understanding between the parties involved. - YES/NO
4. The facilitation process involves a delicate balance between leading and allowing the group to guide itself towards problem-solving, encouraging active participation and collaborative decision-making. - YES/NO
5. Facilitation requires strong communication skills, active listening, and empathy to create a safe environment where participants feel comfortable sharing their ideas and opinions. - YES/NO
6. Resolving conflicts is always a quick and easy task, requiring no effort or commitment on the part of the people involved. - YES/NO

Self-Reflection

- Do you understand the different approaches to conflict resolution presented in the course?
- Can you identify and explain at least three practical strategies for managing conflict in a work environment?
- Describe the main skills and characteristics of an effective facilitator.
- What practical techniques have you learned to encourage active participation and collaboration among group members during facilitation sessions?



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