

# Communication

## **Facilitation Guide**



## | How to Use This Handbook

This handbook is designed for facilitators who wish to use the content from the Communication and Conflict Management for Business Families in a blended-learning experience.

Incorporating this material into your workshop will allow you and your participants to delve more deeply into the ideas and concepts covered in the course.

This quick and practical reference covers each of the units in the course, building activities around the key concepts and allowing participants to reflect on communication and conflict management concepts and skills. **In order for your participants to get the most out of their learning experience, we strongly recommend that they complete the course prior to your workshop.** This will ensure that everyone begins with the same base level of knowledge on the subject matter, and will allow you to further explore particular areas of interest.

Though you may be running your workshop anywhere from a few hours to a few days, for the purpose of this handbook, we are suggesting two time frames. The first is a 1½-day workshop, the second is a 3-day workshop\*. Each activity has a time suggestion based on these two options, and they will be listed as 1½-day time / 3-day time (ex. 5 min / 10 min). Of course, you can easily adapt them to your specific workshop needs.

\* The 3-day workshop is only recommended once the course is complete.

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