

One-Year Diploma in Group Facilitation, Conflict Resolution and Counselling Skills

*Working together
through difficult situations*

This course aims to provide a thorough training in working with individuals, groups and teams. It

is designed for professionals who are required to facilitate groups, be that in residential settings (such as prisons or therapeutic communities) or in a more public context.

This includes group workers, community leaders, mediators, educators as well as coaches and organisational consultants.

*Forgiveness means giving up
any hope of a better past.*



The **FORGIVENESS** project



NAOS

FROM INNER TO OUTER CHANGE

Working together through difficult situations

This training intensive explores the link between more individualised approaches to reconciliation such as counselling and working with dual and larger systems. The course recognises the larger dynamics behind all conflict and the common ground shared by enemies.

Counselling skills complement both group facilitation and conflict resolution skills and include unconditional positive regard, respect and authenticity. The principles of non-violent communication underpin these activities.

By drawing course participants from a wide variety of professional backgrounds the course community will provide a rich and fertile environment for challenge, support and personal development.

The training is offered in association with The Forgiveness Project (www.theforgivenessproject.com) and its own methodologies and contributions to the field of restorative justice are an integral part of this course.

Course Content

Group Facilitation

- 1 The core principles and values underpinning successful facilitation work: creating an environment of trust, observing group process, intervention skills, handling conflict and complex situations.
- 2 Tools and techniques used in facilitation: story telling, dialogue skills, appreciative inquiry, Gestalt cycle, Transactional Analysis.
- 3 The role of the facilitator: use of self, presence, authenticity, holding and containment.
- 4 Psychological theory underpinning group facilitation: Tuckman (1965), Schwarz (2002), Doyle (2003) et al.

Conflict Resolution

- 1 The principles of non-violent communication. Language of responsibility, feedback, personal ownership, projections, emotional availability, the quality of the relationship, shadow functions.
- 2 Working with cultural differences, including gender, race, sexuality, victim and perpetrator cultures.
- 3 Working with a variety of value systems.
- 4 Taking a non-defensive stance.
- 5 Working with one-person, dual and larger systems.

Counselling Skills

- 1 Carl Rogers' core conditions: empathy, authenticity and respect.
- 2 Intimate relationship skills.
- 3 Disclosure and transparency: Transactional Analysis, Karpman's Drama Triangle.
- 4 Ethical practice and establishing and holding boundaries.
- 5 Active listening.
- 6 Verbal and non-verbal skills.

Additional teaching

- 1 *The Essential Peacemaking: Woman and Men*, an approach to resolution of gender conflict, created by the Earthstewards Network (ESN).
- 2 Principles of Soft Power.
- 3 Inspirational Leadership.
- 4 Hellinger's hidden symmetry of love.



Faculty

The faculty represents a wide range of expertise in the field of conflict resolution, group facilitation and counselling.



Marina Cantacuzino (Course Director)

Marina is founder and director of The Forgiveness Project, an organisation that uses story-telling to explore how ideas around forgiveness, reconciliation and conflict resolution can be used to impact positively on people's lives.

www.theforgivenessproject.com



Jaap Westerbos (Course Director)

Jaap is counsellor, trainer, management consultant and qualified coach. He specialises in group dynamics and collective wisdom, as expressed in his book *World*

Wide We, 2004. www.tra-noi.org



Bernd C. Leygraf (Course Director)

Bernd is a Consultant Psychotherapist, Organisational Consultant and international trainer. He has authored and facilitated many training programmes ranging

from Certificate to Masters level. He is consultant to The Forgiveness Project and trainer for its team of volunteers. He has worked with groups from over 40 countries. www.gettingbetter.org.uk



Renos K. Papadopoulos

Ph.D., Professor and Director of the Centre for Trauma, Asylum and Refugees; member of the Human Rights Centre (University of Essex); Honorary Clinical Psychologist and Systemic Family Psychotherapist (Tavistock Clinic); training and supervising systemic family psychotherapist and Jungian psychoanalyst in private practice; consultant to the UN and other organisations. He has worked with refugees and other survivors of political violence and disasters as well as in conflict resolution projects in many countries. Founder/director of the Masters and PhD programmes in Refugee Care, offered jointly by the University of Essex and the Tavistock Clinic. He lectures internationally, his writings have been published in 11 languages.

www.essex.ac.uk/centres/psycho/staff/profile.aspx?ID=440



Ulrike Encke

Ulrike has worked in the field of group therapy and psychotherapy for over 30 years. She has facilitated many multi-cultural group dialogues. She helps others to speak their own truth about an experience and to listen to many channels of communication and healing.



Tineke Brackel

Tineke is life coach, counsellor and trainer, specialising in Family and Organisational Constellations. She is member of the IFPA (International Research Group on Political Constellations). She focuses on personal mission in relationship to the larger social and cultural system. Tineke works with individuals and organisation in Netherlands, Germany, Rwanda, Luxemburg, Italy and Gambia.

www.tinekebrackel.nl



Steven D'Souza

Steven is an organisational consultant, educator, coach and internationally renowned speaker. Steven has trained in NLP, Gestalt and Systems Development, Ontological Coaching and Appreciative Inquiry. He is experienced in working with issues of Diversity and Inclusion in the work place. He is the author of two international bestselling books on Diversity and Networking: *Brilliant Networking* and *Made in Britain*.

www.brilliantnetworking.net



Dieuwke Begemann

Dieuwke is coach, management consultant and trainer. She specialises in the approach of Natural Change and in 2008 published a book on this subject. She is an accredited facilitator in 'Essential Peacemaking' as well as in 'Frameworks for Change'. She considers the principle of co-creativity between men and women one of the most important issues of our time. www.power2cocreation.nl &

www.begemannconsultancy.nl



Hen Wilkinson

Hen is an experienced mediator and director of 'Community Resolve', an innovative Bristol-based conflict transformation organisation that works with community tensions and youth conflict in Bristol and beyond. The organisation has a particular interest in how cultural values affect group and community conflict. She is a visiting fellow at the Centre for Psycho-Social Studies of the University of the West of England. www.communityresolve.org.uk

Course Methodology

The course is largely experiential, supported by didactic teaching, skills training in pairs, triads and group process, guided reading, peer support and tutorials.

It is expected that course participants actively work with their own material.

Life supervision is included in the course.

Entry requirements

- 1 There are no formal entry requirements.
- 2 No less than 1 year experience working with people.

Assessment

90% Attendance.

Completion of a 3,500 word case study.

Active participation.

Award

A Diploma in Group Facilitation, Conflict Resolution and Counselling Skills.

Graduates may apply to UKAHPP (Association for Humanistic Psychology Practitioners) for national accreditation as group facilitator (or mediator).

Practicalities

The course runs from October 2012 until October 2013: one Saturday per month plus 4 weekend intensives (Saturday to Sunday, non-residential). Total: 21 days. In addition course participants are required to take part in once monthly peer session for support, skills training and discussion.

Fees: £1450, payable by one deposit of £100 (to reserve your place), plus 10 instalments of £135 a month. Fees paid upfront are reduced by 10%. Some bursaries are available. £100 discount for everybody who signs up before 1st June 2012.

Location: Central London.

For an application form on-line:

www.naos-institute.com/application-form.php

Application

I understand that I will be contacted by one of the course tutors for a telephone interview and the best times for me are:

Name:

Address:

Email:

Telephone number:

Skype name:

If accepted onto the course I shall be required to confirm my place with a £100 deposit.

Date:

Signed:

Send this application with an s.a.e. to:

The Forgiveness Project
42a Buckingham Palace Road
London SW1W 0RE

For email inquiries info@naos-institute.com

For further discussion contact Bernd Leygraf on
074 1468 1553