MEET THE FACULTY

The Practice of **Facilitation**

FOR CONVERSATIONS THAT MATTER

A four-part co-training for people who bring others together to think, disagree, decide and move meaningful work forward.



PART 03 / WHAT DO I DO WHEN THE CONVERSATION GETS HARD?

Laura Johansson

Meet Laura Johansson.



FACILITATOR / ORGANIZATION DEVELOPMENT CONSULTANT

Facilitator, mentor trainer and organization development consultant focused on participatory leadership, change and working across difference.

Laura helps groups meet difficult conversations with curiosity, clarity and care, making room for perspectives that might otherwise go unheard.

Get to know Laura and her work:
laurajohansson.com

SELECTED EXPERIENCE & QUALIFICATIONS

EXPERIENCE	Decades of experience in organizational development and participatory facilitation
EDUCATION	M.S. in Organization Development, American University
MULTI-METHOD PRACTICE	Experience integrating organizational development frameworks, Deep Democracy, restorative practices, and approaches to constructive conflict.
MENTOR TRAINER	ToP® mentor trainer and training on Conflict Engagment supporting facilitator development
LEADERSHIP	Former executive leader of multicultural nonprofit organizations
INTERNATIONAL	Facilitation and community development across multiple countries
CROSS-CULTURAL	Practice spanning equity, inclusion, difference and organizational change

PART 3 /

What do I do when the conversation gets hard?

Build the judgment to stay present with tension, difference and emotion, without rushing to smooth things over or forcing agreement.

RATIONAL AIM

Recognize sources and styles of conflict, and choose participatory or restorative responses appropriate to the situation.

EXPERIENTIAL AIM

Practice staying curious and grounded when tension rises, while making space for different experiences and perspectives.

01 Notice your own reactions to tension and what helps you stay present.

02 Reframing conflict as a source of insight, learning and stronger relationships.

03 Recognizing how power, culture, assumptions and emotions influence disagreement.

04 Inviting different perspectives, exploring resistance and responding when tensions rise.

05 Apply the learning to a difficult conversation from your own work.