



# CASE STUDY 1

## NEW COLLABORATION - GROUP DYNAMICS MODEL



Whilst facilitating an open discussion, two participants are seen to have opposite points of view on the topic. In a matter of seconds, the discussion quickly turns hostile as the participants begin to raise their voice, make personal remarks, and use aggressive hand gestures. You are aware of the fact the participants know each other from work.

As the leader of the discussion and workshop:

- How would you handle this situation?
- What are your next steps to deescalate the situation to restore a safe discussion environment and working group dynamics?
- How do you address the individuals in conflict, as well as the rest of the group?
- Does the fact that the participants know each other from work change the way you may handle the situation?