



ADVANCED CONFLICT RESOLUTION WORKSHOP

Join us for a 2-day advanced workshop
in the picturesque town of Thorn, Netherlands
in February 2026

REFINE AND DEEPEN YOUR CONFLICT RESOLUTION SKILLS

THE MAIN FOCUS

An advanced two & half day training workshop concentrates on the 'below the water line' skills of reflective listening, surfacing, polarising and resolving conflict.

The course is highly experiential and designed to build on all you have already learned by correlating all the theory, diagnostics and tools of the Level 1 and 2 trainings and/or CoResolve into group dynamics real time.



HOW TO USE CONFLICT SO EVERYONE WINS.



WHO SHOULD ATTEND THIS TRAINING?

You will have completed the CoResolve Leadership training, or Lewis Deep Democracy level 1 and 2 covering the theory, diagnostics and tools of Deep Democracy, including:

- The Conscious & Unconscious
- Four Steps & Metaskills
- The Soft Shoe Shuffle
- Check-in & Check-out
- Role Theory
- Communication Vices
- Edges & Cycling
- The Argument

You will have learnt Steps 1 to 4 and touched on Step 5.

WHAT YOU CAN EXPECT TO TAKE AWAY?

At the end of this Level 3 Course you will:

- Have cemented your understanding of the basics of Deep Democracy
- Know when and how to move from the 4 Steps to Step 5
- Have learned the skills of 'lowering the water line' and experienced the benefits of 'lowering the water line'
- Have gained the tools of reflective listening, surfacing and polarisation
- Have a deeper understanding of role theory and group dynamics
- Gained the tool of role mapping
- Have experienced conflict resolution the Deep Democracy way
- Have deepened your awareness, your facilitation skills, and gained new tools and practice to deal with tension in any situation.



WHAT'S IN THE TOOLKIT?

SURFACING

- Learn about Reflective Listening as an important listening skill.
- Understanding the Method of Surfacing
- Supporting a group to speak and listen with more clarity

EDGES AND CYCLING

- Deepen your awareness around Edging & Cycling
- Learn about the connection with the Autonomic Nervous System (ANS)
- Experience a self regulation practice in order to be able to hold the group when tension is present.

EXTENDED ROLE THEORY

- Discover the existence of Archetypes and how they effect the dynamic in the group
- Experience how you get caught in Archetypal roles and how to create important role fluidity.

CONFLICT

- How Conflict occurs & the pull of polarisation
- Conflict resolution in terms of Role Theory
- The Argument as a conflict resolution tool
- Conflict as a Growth Path

ROLE MAPPING

- Gaining clarity
- Using Role Mapping as a Diagnostic Tool
- Bring awareness to the group

COURSE DETAILS

Date: Half-day Online TBC and In person 4 & 5 Feb 2026

Time: 09:00 to 17:00

Venue: Thorn, Netherlands

Cost: EUR 800 excl. VAT and accommodation



TESTIMONIALS

Mike White Chief Internal Auditor, Standard Bank. South Africa

“ The LDD and CoResolve process that Shine led for us really helped unlock the effectiveness of our team. At a time when our executive management team was characterised by conflict, much of it unhealthy and unspoken, our ability to get alignment on goals and actions was poor and our overall effectiveness suffered. This structured and compassionate approach to creating a space for really honest and direct conversations provided a foundation for new levels of trust, and I believe was a pivotal moment in our team's overall effectiveness. This was also the case for me personally; the Shine team really helped me clear some blockers with my direct reports, which increased my effectiveness as a leader.



COURSE INSTRUCTORS



Maud Halkes is a experienced international leadership coach, facilitator and trainer. She works with senior levels of teams and leaders in international organisations across a variety of Industries focusing on leadership development, executive team facilitation and executive coaching. She has been working with the Lewis Deep Democracy methods for many years and is one of the Elders in the Community.

— MAUD HALKES

Jenny Leclezio is a masterful facilitator and coach, with over 20 years of corporate experience. Her passion lies in developing leaders and fostering healthy relationships in the workplace. Jenny has worked with the Lewis method of Deep democracy for more than two decades, directly under the tutelage of Myrna Lewis and was one of the first instructors trained in South Africa.



 JENNY LECLEZIO