SYLLABUS

UNDERSTANDING CONFLICT AND PLANNING FOR SUCCESSFUL COLLABORATION
Course 1 of 2 in the Fundamentals of ECCR series

OVERVIEW

Environmental collaboration and conflict resolution (ECCR) requires a broad range of skills and abilities including: understanding the key principles of ECCR; assessing the situation; project implementation and management, communicating effectively to build and maintain working relationships; and finding workable solutions by negotiating from an "interest-based" perspective to satisfy the diverse interests of all parties.

This participatory and interactive course will help develop awareness of the many facets of ECCR including: analyzing, organizing, and determining steps in implementing environmental conflict resolution and collaborative planning processes; fundamentals of Interest-Based Negotiation (IBN); basic communications survival skills, and available resources. This training exposes participants to the broad range of concepts and skills that one must have to effectively initiate ECCR processes.

LEARNING OBJECTIVES

The objectives for this training include:

- Develop an awareness of the field and practice of Environmental Collaboration and Conflict Resolution
- Learn a framework for an ECCR problem solving process
- Practice assessing the issues and stakeholders before beginning the Collaborative Process to develop an appropriate collaboration and or conflict resolution process
- Learn effective conflict management concepts, particularly Interest-Based Negotiation
- Understand the different functions and responsibilities of the facilitator
- Develop basic communication skills that help foster long-term collaboration and better manage conflict

TOPICS

This course introduces the following topics:

- Environmental Collaboration and Conflict Resolution
- Interest-Based Negotiation
- Understanding Conflict
- Communicating for Understanding

SESSION OUTLINE
UNDERSTANDING CONFLICT AND PLANNING FOR SUCCESSFUL COLLABORATION

SESSION 1: INTRODUCTION AND FUNDAMENTALS

WELCOME AND INTRODUCTIONS
1. Welcome
2. Objectives of Course
3. Agenda and Materials
4. Introduce the National Center

THE FUNDAMENTALS: OVERVIEW OF ENVIRONMENTAL COLLABORATION AND CONFLICT RESOLUTION (ECCR)
1. Overview of Environmental Collaboration and Conflict Resolution
2. Principles of ECCR
3. Applications and Benefits of ECCR

THE FUNDAMENTALS: COLLABORATION AND CONFLICT
1. Sources of Conflict
2. Conflict Management
3. Degrees of Collaboration

SESSION 2: COLLABORATIVE COMMUNICATION

OVERVIEW OF INTEREST-BASED NEGOTIATION
1. Elements of Interest-Based Negotiation
2. Positions vs. Interests

OVERVIEW OF INTEREST-BASED NEGOTIATION (CONTINUED)
3. Developing Criteria
4. Brainstorming Options
5. Mutually Beneficial Solutions

COMMUNICATING FOR UNDERSTANDING
1. Effective Listening

COMMUNICATING FOR UNDERSTANDING (CONTINUED)
2. Responding Productively
3. Non-verbal Communication
4. Asking Questions

SESSION 3: ASSESS THE SITUATION

ASSESSMENT OVERVIEW
1. What is an Assessment?
2. Benefits of Assessments
3. Factors that Support Collaborative Success

ASSESSMENT DEVELOPMENT STRATEGIES
1. Exploring Relational, Procedural, and Substantive Variables
2. Assessment Interview Design

ANALYZING AND REPORTING THE ASSESSMENT RESULTS
1. Highlighting Areas of Agreement/Disagreement
2. Reporting Assessment Results

SESSION 4: CREATE A COLLABORATIVE ENVIRONMENT AND FACILITATE THE SOLUTION

UNDERSTANDING YOUR CONFLICT STYLE
1. Kraybill Conflict Styles

PROCESS DEVELOPMENT
1. Using Assessment Results to Design a Process

UNDERSTANDING CULTURE AND GROUP DYNAMICS
1. Team Development Stages
2. Cross-Cultural Variables

DEVELOP A PRODUCTIVE MEETING PLAN
1. Developing a Facilitator's Agenda

SESSION 5: UNDERSTANDING ROLES IN A MEETING, COLLABORATION CLINIC, AND WRAP UP

UNDERSTANDING ROLES IN A PROCESS AND WORKING WITH A THIRD-PARTY NEUTRAL
1. Meeting Roles
2. Facilitation Options

OPEN FORUM COLLABORATION CLINIC
1. Discuss New Ways of Thinking About Challenges and Learn From Other Participants

COURSE WRAP UP
1. Questions
2. Wrap-up