Navigating Rough Seas: Planning and Facilitating Collaborative Meetings
(Formerly known as Public Issues and Conflict Management)

Day 1
9:00 Welcome & Introductions.

Training Context – Setting the Stage
Objective
Participants will understand the objectives of the training.

Break

The Collaborative Process
Objectives
Participants will:
• Understand meetings types.
• Differentiate the Collaborative Process (CP) from other meeting types.
• Know the CP steps and when this process is useful.
• Understand the role of the Facilitator in the CP.
• Learn beginning facilitation skills.
• Practice beginning facilitation skills.

Step 1 – Assess the Collaborative Potential
Objectives
Participants will:
• Determine when to address issues using a Collaborative Process (CP).
• Practice beginning facilitation skills.

12:00 LUNCH

1:00 Step 2 – Engage Stakeholders
Objectives
Participants will:
• Analyze each potential stakeholder and determine what role they might play in the CP.
• Know how to select people with the skill sets needed to fill each meeting role.
• Form a planning team of stakeholders to address an issue.

Step 3 – Understand the Issue
Objectives
Participants will:
• Learn skills and tools to assist stakeholders in gaining a full understanding of all the perspectives of the issue.
• Practice facilitation skills and use tools to lead a group of stakeholders as they develop a mutual understanding of the issue.

Break

Step 3 – Understand the Issue (continued)
Objectives
Participants will:
• Understand the importance of and develop Problem and Marketing statements.
• Understand the effect of change on meeting dynamics and know how address attendees
reactions to change through the process.

- Practice the use of a process tool to collect input from all participants without conflict.

5:00  Adjourn

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**Navigating Rough Seas:**
**Planning and Facilitating Collaborative Meetings**

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**Step 4 – Generate Alternatives**

**Objectives**

Participants will:

- Discuss who should be involved in this step, and tools available to assist.
- Practice using intervention skills to deal with disruptive behavior in group meetings.
- Understand what motivates difficult behavior.
- Know about resources that describe stereotypical behavior with techniques to intervene.
- Practice using a tool to gather information without creating conflict.

**Break**

**Step 5 – Select Alternative(s)**

**Objectives**

Participants will:

- Determine the level of stakeholder engagement necessary for this step.
- Learn and practice 5 tools to select alternatives
- Practice planning a public meeting

**LUNCH**

**Step 5 – Select Alternative(s)**

**Objectives**

Participants will:

- Practice facilitating a public meeting

**Step 6 – Implement Alternative(s)**

**Objectives**

Participants will:

- Understand the importance of implementation and the risk to future processes if this is not done well.

**Concluding Thoughts**

**Objectives**

Participants will:

- Have an opportunity to ask questions about the skills and tools, and provide feedback on the course.

5:00  Adjourn