

**Navigating in Rough Seas  
Public Issues and Conflict Management (PICM)  
Presented by:  
NOAA Coastal Services Center**

**DAY 1**

**ACTIVITIES and OBJECTIVES**

**9:00**

**Welcome.**

Objective: Set the stage and context for the next 2Kristy days. Make introductions.

**Session 1: Meeting Management**

**A. Meeting Design and Planning**

Objectives: Participants will know the responsibilities of various meeting roles and the concepts of “process” vs. “content.” Participants will know and practice using some of the communication skills that are essential for facilitating public meetings. Know the facilitators role in effectively managing meetings.

**B. Managing Time**

Objectives: Identify the value of having both a participant and a facilitator/leader agenda. Be able to construct an informative agenda that reflects appropriate time allotment to achieve goals and provide sufficient information for participants to arrive at the meeting fully prepared to participate. Discuss various methods to help better manage time in meetings, including the use of process agendas.

**LUNCH**

**Session 2: Managing Groups and Teams**

**A. More Facilitation Skills and Tools**

Objectives: Understand why group discussions have pitfalls. Know and use additional facilitation skills and tools to manage group participation in meetings.

**B. Decision Making Options**

Objectives: Determine when to use the appropriate group decision-making option.

**C. Team Development.**

Objectives: Learn the stages that groups go through to become an effective team, and why this is important in managing conflict in public issues.

**D. Conflict Management and Your Conflict Management Style**

Objectives: Participants will describe some causes for conflict at various levels (individual or one-on-one, small groups, large groups) and ways to minimize these conflicts. Discuss potential for conflict in public issues management and education, and ways to deal with it.

**E. Understanding Change and Resistance to Change.**

Objective: Understand and articulate the dynamics of change and some strategies to help overcome resistance to change.

**F. Dealing with Difficult People**

Objective: Be able to identify problem people in group processes. Articulate and understand some criteria for handling problem situations; and learn/practice methods for dealing with them.

**5:00 ADJOURN**

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**DAY 2**

**ACTIVITIES and OBJECTIVES**

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**9:00 Session 3: Collaborative Processes**

**A. An Overview of Collaborative Processes**

Objectives: Understand the various methods of structured conflict management techniques and when they are appropriate. Know the benefits and limitations of collaborative processes. Know the steps in designing and conducting a collaborative process. Discuss collaborative processes in the context of issues that you are currently working on.

**B. The Meeting Planning Phase**

Objective: Provide experience and practice in framing the problem, and conducting the planning phase of a public issue meeting.

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**LUNCH**

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**C. Designing your Collaborative Process Strategy using Processes and Tools**

Objectives: Review of people and meeting management tools. Recognize when and how to use process tools to get input, generate options, and evaluate those options. Participants will discuss the collaborative process tools, methods, and skills that will be needed to address the issue//topic they selected. Develop a collaborative process plan for the selected issue.

**D. The Decision Implementation Phase**

Objectives: The ultimate outcome of any collaborative process to address a public issue should be a decision. The process doesn't end there. The final phase of the three-phase collaborative process is the implementation phase. Participants will know the elements of the implementation planning phase of a collaborative process.

**5:00 WRAP UP & ADJOURN**