



CPRC

Conflict Prevention
and Resolution
Center

Agreement Made Easier

(202) 564-2922

Training Opportunities

The Conflict Prevention and Resolution Center (CPRC) training program is designed to build the capacity of EPA managers and staff to successfully engage in collaborative processes to prevent or resolve environmental conflict. These hands-on, interactive courses range from a few hours to 1.5 days.

While some courses are offered agency-wide a few times a year, all courses are offered upon request in HQ and regional offices, and they can be tailored to fit the participants' needs. Unless otherwise noted, all training is provided by experienced CPRC staff.

The CPRC helps EPA work more effectively, strategically, and transparently with states, tribes, and local stakeholders to achieve better environmental outcomes. Training by the CPRC can enhance your and your office's ability to implement the Agency's Strategic Plan and Superfund Task Force Partnership and Stakeholder Engagement Plan. This training can enhance your team's skills to prevent, reduce and resolve conflicts and speed achievement of EPA's priority goals for air, water infrastructure, brownfields, Superfund sites, TSCA implementation, infrastructure and permitting.

Negotiate Better: An Interest-Based Approach

Course description: Learn how to use an interest-based approach to negotiation to improve your chances of reaching agreements that last. On the first day of this immersive training, you will learn practical negotiation techniques and engage in exercises to prepare you to negotiate. On the second day, you will practice your negotiation skills by participating in a multi-party negotiation role-play.

Length: 1.5 days, or 1 day without negotiation role-play

Schedule: This training is offered in EPA HQ three times per year and upon request in HQ and regional offices.

Audience: EPA staff and managers who engage in formal and informal negotiations as part of their work.

Note: A separate negotiation role-play workshop is available for those who have previously completed the 1-day negotiation training.

Designing Effective Public Involvement: Situation Assessment

CPRC's situation assessment tool allows you to custom design your public input, public involvement or negotiation process to fit the decision, the stakeholders, and the issues. Participants who complete the course will be able to conduct a situation assessment to determine if and what kind of expert help might be needed for more complex decisions, as well as understand how to use the results of an assessment to design an appropriate public involvement or negotiation process.

Length: 2 hours

Schedule: This training is offered upon request in HQ and regional offices.

Audience: EPA staff and managers who design or participate in public involvement processes.

Designing Effective Public Involvement: Matching the Forum to the Fuss

Course description: Careful design and planning of public involvement can help improve the likelihood of success for your projects. This workshop presents examples of the different types of public involvement – from outreach to information exchange to agreement – included in EPA's Public Involvement Spectrum, and teaches participants how to select the most appropriate design for their projects.

Length: 1.5 – 3.5 hours

Schedule: This training is offered upon request in HQ and regional offices.

Audience: EPA staff and managers involved in public meetings and/or the development of regulations, environmental policies, and guidance documents.

Bridging Cultural Divides

Course description: Learn how to interact more effectively with people from other cultures, and acquire tools for navigating unfamiliar cultures in this immersive course. Culture is a lens through which we can better understand behavior, and developing cultural competence helps improve cross-cultural communication, reduce conflict, and increase the likelihood of good working relationships that result in successful projects.

Length: 2-4 hours

Schedule: This training is offered upon request in HQ and regional offices.

Audience: EPA staff and managers who work in cultural settings that are unfamiliar to them, which may include work across professions, or with tribes, communities, and other stakeholder organizations.

Apology - A Conflict Resolution Tool

Course description: This seminar examines when and how the creative use of apology may be appropriate. Using EPA case studies, the course will examine: the implications of official apologies; the ingredients of effective vs. calamitous apologies; situations in which apologies have been requested and were withheld, or were not requested but might have made a positive impact; and how public apologies can help communities, remedies, and enforcement cases move forward.

Length: 4 hours

Schedule: This training is offered upon request in HQ and regional offices.

Instructors: Contractors

Audience: Appropriate for any interested EPA staff and managers.

Engaging Constructively in Difficult Conversations

Course description: Some kinds of conversations will always be challenging, but we can approach them in ways that will lead to better outcomes. In this course participants learn what makes a conversation difficult, use a variety of tools to diagnose difficulties, and prepare for, open, and persevere through a difficult conversation.

Length: 4 hours

Schedule: This training is offered upon request in HQ and regional offices.

Audience: EPA staff and managers who encounter difficult conversations during public involvement activities and/or in the daily work of executing effective environmental policy.



Using Alternative Dispute Resolution (ADR) to Maximize Your Effectiveness as an Advocate

Course description: In this interactive training, you will learn when and how to use alternative dispute resolution (ADR) methods to successfully negotiate a settlement. You will learn practical skills to maximize your effectiveness as an advocate in mediation and how best to use the mediator to achieve your negotiation goals. You will also get to practice your skills by acting as an advocate and/or mediator in a simulated mediation and see videos of how skilled advocates deliver opening statements and use the mediator to skillfully bargain.

Length: 1 day

Schedule: This training is offered upon request in HQ and regional offices.

Audience: EPA attorneys, staff, and managers who are interested in learning how mediation can benefit their settlement efforts.



Facilitating Dialogue

Course description: Skilled facilitators are crucial to the success of the dialogue process. Facilitated dialogue encourages perspective-taking and can be part of a planning process, the basis for an action plan, or a forum for parties with conflicting views and interests to better understand one another. In this training you will develop fundamental facilitation skills, such as forming good questions and giving equal air time to all participants. You will also put your skills into practice: all participants will facilitate a dialogue with a partner and will receive feedback from instructors and fellow participants. Participants will read the short book, *Dialogue for Difficult Subjects: A Practical, Hands-On Guide*, in advance of the training.

Length: Two half-day sessions or one full-day session

Schedule: This training is offered upon request in HQ and regional offices.

Audience: EPA staff and managers who work with multiple stakeholders that have divergent perspectives.



Narrative Facilitation: Resolving Conflict Through Stories

Course description: People live in stories. Stories serve to sequence events in time in a way that preserves the identity, values, and relationships of the storyteller. The practice of narrative facilitation helps parties in stakeholder engagements and similar interactions to develop stories that foster trust and collaboration and reduce conflict. Participants will learn facilitation techniques that promote positive changes in stories, and they will have an opportunity to practice these techniques with coaching from the instructor.

Length: Half or full-day sessions available

Schedule: This training is offered upon request in HQ and regional offices.

Instructors: Contractors

Audience: EPA staff and managers who work in settings with high levels of conflict among stakeholders.