

# 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

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

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Day 2  
9:00 Welcome Back and Review

### **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