

**COURSE NUMBER**

FHWA-NHI-142060

**COURSE TITLE****Practical Conflict Management Skills for Environmental Issues**

This course is designed to teach basic conflict management skills, including interest-based negotiation, communication, and facilitation skills, as well as leadership behaviors and to examine opportunities for applying these collaborative skills in the context of transportation decisionmaking where there are environmental issues. The purpose of the course is to help transportation and environmental agencies, Tribes, and stakeholders bridge their different agency mandates and diverse interests and offers opportunities for participants to share their varied perspectives on important issues and resources. The course models how to participate in meaningful discussions and demonstrates how to maintain a positive and constructive dialogue, arrive at integrative decisions, make good use of limited time and personnel resources, achieve streamlined processes, and make decisions that serve the public.

**OUTCOMES**

Upon completion of the course, participants will be able to:

- Use interpersonal skills to engage productively with individuals within their agency
- Use interpersonal skills to work productively with other agencies, organizations, Tribes, and the general public
- Analyze agency roles and decisionmaking processes with respect to potential conflict
- Apply conflict management strategies to planning, project development, and project implementation
- Apply conflict management strategies to increase the effectiveness of inter-agency and intra-agency working relationships and programmatic initiatives

**TARGET AUDIENCE**

This training program is intended for Federal, State, Metropolitan Planning Organization, Local Public Agency, and Tribal representatives who are involved in Federally-funded transportation projects. The target audience may include environmental protection specialists; transportation planners, project managers, design engineers, and transportation/environmental liaisons; legal counsel, and Federal, Tribal, and State resource agency staff who review and implement transportation projects and are involved in transportation planning as well as environmental consultants and non-governmental organizational representatives. Participants should have a working knowledge of the National Environmental Protection Act (NEPA) and the transportation planning and project development processes.

**TRAINING LEVEL:** Basic

**FEE:** 2017: \$1050 Per Person; 2018: N/A

**LENGTH:** 3 DAYS (CEU: 1.9 UNITS)

**CLASS SIZE:** MINIMUM: 20; MAXIMUM: 30

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