



## PRACTICAL CONFLICT MANAGEMENT SKILLS FOR ENVIRONMENTAL ISSUES

### *Instructor-led Training*

Ensuring transportation projects run smoothly requires collaboration among professionals from a range of disciplines including design, construction, operations, environmental protection, historic preservation, project planning, and project management.

Responding to the growing need for effective collaborators and negotiators in the transportation planning process, this training aims to help project managers, design engineers, and environmental managers/specialists with departments of transportation, resource protection agencies, and consulting firms effectively respond to both substantive concerns and interpersonal relationship dynamics that arise during project planning and development. Lessons such as team interaction dynamics, multiparty negotiations, and tapping into personal strengths are intermixed with case studies, group exercises, and facilitated clinics to reinforce the concepts and their application. The ultimate goal is to make the best use of limited personnel and resources to serve the public.

**OUTCOMES:** Upon completion of the training, 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; environmental protection specialists; transportation planners, project managers, design engineers, environmental consultants and non-governmental organizational representatives, 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. Participants should have a working knowledge of the National Environmental Protection Act (NEPA) and the transportation planning and project development processes.

**TRAINING LEVEL:** Basic

**LENGTH:** 3 days      **CEU:** 1.9 Units      **FEE:** \$500 per participant

**CLASS SIZE:** Minimum: 20; Maximum: 30

**REGISTRATION:** To host an NHI session, go to the Web site at [www.nhi.fhwa.dot.gov](http://www.nhi.fhwa.dot.gov) and select the "Host a Course" link to complete the "Host an Instructor-led Training (ILT) Course" form. After the form is received, an Instructor will contact the Local Coordinator to schedule the session. Requested dates may be shown on the form; however, scheduling is subject to Instructor availability. All confirmed sessions are listed on the NHI Web site by date and course number.

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