

**Proposed Agenda**  
**EPA Region 9 Conflict Resolution Training**  
**May 7, 2008**

EPA has been a leader in the use of innovative approaches to stakeholder participation and conflict resolution. These approaches can help the agency achieve its more broadly acceptable solutions more quickly and efficiently than might otherwise be possible.

This one-day training will provide EPA Region 9 employees with a basic understanding of conflict resolution theories and approaches, knowledge of EPA conflict resolution resources, and opportunities to apply what they have learned to actual cases. This training will be highly interactive, with opportunities for questions and discussion during every session.

A potential approach to the training is as follows (*times are approximate and may change*):

- 8:30-10:15     *Conflict Resolution – Theories, Terminology, and Skills*  
This session will cover some basic theories of why people find themselves in conflict, a review of key terms in conflict resolution (including various types of conflict interventions), and the skills that individuals can improve upon to better deal with conflict.
- 10:15-10:30    Break
- 10:30-12:00    *Analyzing Conflict to Improve Our Understanding*  
This session will describe some straightforward models for placing conflict into context. Participants will better understand the roles people play in conflict, the patterns that conflict behaviors often follow, and the steps that may be appropriate for handling different aspects of conflict.
- 12:00-1:00     Lunch
- 1:00-3:00      *Applying the Concept to Cases*  
During this session, participants will be divided into groups and asked to use the models described earlier to analyze case studies. Ideally, the cases will be drawn from actual experiences in Region 9, though more general cases can be used if necessary.
- 3:00-3:15      Break
- 3:15-4:30      *Conflict Resolution Resources – EPA and Beyond*  
This session will provide participants with information on conflict resolution practitioners within EPA and outside the agency, providers of conflict resolution training, academic programs in conflict resolution, and other resources for resolving conflict.

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