

Facilitation Approaches for Potentially Explosive Public Interactions

sponsored by:
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developed and delivered by:
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RE◆SOURCE ASSOCIATES

Tuesday 14 January 2014

- 8:30 am** **Welcome and Introductions**
- Opening remarks by EPA
 - Introduction of participants and session leader
 - Review of training goals and program
- 9:00 am** **Meeting planning skills practice: Difficult meeting situation**
- Small group exercise
 - Debrief discussion and solicit examples of difficult situations
- 10:15 am** **BREAK**
- 10:30 am** **Session 1: Meeting planning basics**
- Meeting goals, outcomes, and decisions
 - Participation and representation
 - Agenda building, groundrules, and decision processes
 - Securing necessary resources
- 11:45 am** **LUNCH**
- 1:00 pm** **Session 2: Facilitation basics**
- Working with key parties before a meeting or public event
 - Identifying potential difficulties/hostilities
 - Understanding the role of leadership style and personal presence
 - Understanding the importance of skillful listening, record keeping, etc.
 - Demonstrating awareness of and flexibility to address changing circumstances
 - Implementing results - why this matters!
- 2:00 pm** **BREAK**
- 2:15 pm** **Session 3: Handling difficult situations and people**
- Preventing hostile and difficult situations
 - Understanding power imbalances
 - Knowing how and when to change course to address emerging difficulties
- 2:45 pm** **Facilitation skills practice: Managing a potentially explosive public meeting**
- Role play exercise designed to provide skills practice for facilitation techniques

- Debrief discussion
- Preview of Day 2

4:15 pm ADJOURN

Wednesday 15 January 2014

8:30 am Session 4: Potentially explosive public interactions

- Review of pre-meeting opportunities to identify and prevent hostilities
- Addressing conflict and/or hostility when it emerges
- Intervening to address: behavior issues and process issues

9:30 am Facilitation skills practice: Handling disruptive behaviors

- Small group exercise and group debrief
- Debrief discussion on how to effectively intervene to address difficulties

10:30 am BREAK

10:45 am Applying concepts and skills to your agency work

- Participants present real life situations for discussion
- Using facilitation skills [as agency staff] in potentially explosive situations

11:15 am Closing remarks and written evaluation

11:45 am ADJOURN