

**Navigating in Rough Seas: Public Issues and Conflict Management**

September 17 &amp; 18, 2007

Sheraton Ferncroft Resort  
Off Route 1 South, Danvers, MA**DAY ONE**

8:30am - Registration &amp; Continental Breakfast

9:00am - Welcome and Overview

**Session 1: Meeting Management**

9:20am – 12:00pm

- ◆ Meeting Design and Planning
- ◆ Process Agendas & Tackling Time
- ◆ Facilitation Skills and Tools

12:00pm – 1:00pm **Lunch (included)****Session 1: Meeting Management (continued)**

1:00pm – 1:45pm

- ◆ Decision-Making Options

**Session 2: Managing People and Groups**

1:45pm – 4:45pm

- ◆ Understanding Change and Resistance to Change
- ◆ Dealing with Difficult People
- ◆ Conflict Management and Your Conflict Management Style
- ◆ Team Development

4:45pm – 5:00pm - **Wrap-up****DAY TWO**

8:30 am - Continental Breakfast

9:00am - Review of Day 1

**Session 3: Collaborative Processes**

9:20am – 12:00pm

- ◆ An Overview of Collaborative Processes
- ◆ The Meeting Planning Phase

12:00pm – 1:00pm **Lunch (included)****Session 3: Collaborative Processes (continued)**

1:00pm – 4:45pm

- ◆ Meeting Methods and Materials: Process Tools to Use

4:45pm – 5:00pm - **Wrap-up**

September 19, 20 &amp; 21, 2007

The Cape Codder Resort  
Route 132, Hyannis, MA**DAY THREE**

*(Held at the Cape Codder Resort only - Participants from the North Shore course are invited to attend this session.)*

8:30 am - Continental Breakfast

9:00am - Review of Day 2

**Session 3: Collaborative Processes (continued)**

9:20am – 10:30am

- ◆ Decision Implementation Phase

**Session 4: Ship to Shore Communication**

10:30am – 11:30am

- ◆ Dealing With The Media – Panel Discussion with Regional and Local Media Representatives

*Panelists: Mindy Todd, Host and Producer – The Cape and Islands NPR Station, William Hough, Editor/Publisher – The Enterprise, Walter Brooks, Editor/Publisher – ECape Inc., Editor (TBA) – Cape Cod Times*

**Evaluations and Large Group Discussion**

11:30am – 12:00pm

12:00pm - **Adjourn****Who Should Attend?**

- ✧ Leaders of organizations, boards or committees with coastal management responsibilities.
- ✧ Anyone involved with facilitating dialogue and developing partnerships and collaborations among different stakeholder groups relating to coastal issues.
- ✧ Anyone who conducts public meetings and/or interacts with the media about coastal issues and decisions.

**By the end of the course, participants will learn how to:**

- ✧ Use meeting management skills, knowledge, and competencies to plan for and conduct effective meetings in a public forum;
- ✧ Use collaborative processes in resolving coastal and marine-related issues in a public forum;
- ✧ Facilitate decision-making in a group setting and move decisions forward to the implementation phase;
- ✧ Deal effectively with the media in the public issues management process.

☐ Sept. 17-18, 2007 - Danvers☐ Sept. 19-21, 2007 - Hyannis

Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

**Space is Limited - Register Early!**

Tel. Laurie Tompkins at (508) 457-0495 ext.108

FAX (617) 727-5537

E-Mail: laurie.tompkins@state.ma.us

Mail: Waquoit Bay NERR  
P.O. Box 3092, Waquoit, MA 02536**There is no charge for the course.**

**For additional information please contact:**  
Tonna-Marie Rogers, Coastal Training Program  
Coordinator at 508-457-0495 x110 or  
tonna-marie.surgeon-rogers@state.ma.us

## NAVIGATING IN ROUGH SEAS

Coastal managers and public officials who make decisions about vital coastal resources face challenges such as balancing environmental concerns and human needs, and planning around conflicting stakeholder interests. Not only must these decision-makers understand coastal dynamics, they must also be able to successfully navigate public planning processes which involve utilizing meeting management, negotiation, communication and conflict resolution skills. In comparison to the scientific knowledge coastal decision-makers need to possess, these important process skills are often overlooked and under-emphasized, yet they are critical to achieving progress in coastal management. This course is intended to increase participant's ability to design and facilitate public meetings, understand decision-making authority and options and apply tools and strategies to encourage collaboration.

## LOCATIONS

### **The Sheraton Ferncroft**

50 Ferncroft Rd., Danvers, MA 01923

**FROM THE NORTH** - Route 95 South to Exit 50. Follow signs to Ferncroft Road (first right). **FROM THE WEST** - Mass Pike to Route 128 North to Route 95 North. Take Exit 50, Topsfield exit. Bear left at Route 1 South, Danvers. Take first right onto Ferncroft Road. **FROM THE SOUTH** - Route 93 North to Boston. Take Route 128 North to Route 95 North. Take exit 50, Topsfield exit. Bear left at Route 1 South, Danvers. Take first right onto Ferncroft Road.

### **The Cape Codder Resort**

1225 Iyanough Road, Hyannis MA 02601

**From Sagamore Bridge:** Cross the Sagamore Bridge to Route 6 East. Follow Route 6 East for approximately 20 minutes to Exit 6 (Hyannis Route 132). Bear right as you come down the exit ramp and merge with Route 132 South. Continue on Route 132 South for about 1-½ miles. The Cape Codder Resort is located just before the second traffic light on the right.

### *Coastal Training Program Partners*



## Navigating In Rough Seas: Public Issues & Conflict Management Course

### Target Audience:

- Coastal Managers (federal, state, local)
- Selectmen
- Town Administrators
- Chairpersons of county/town boards & committees
- Managers, non-profit organizations

### September 17 & 18, 2007

The Sheraton Ferncroft Resort  
50 Ferncroft Road  
Danvers, MA 01923

### September 19, 20 & 21, 2007

The Cape Codder Resort  
1225 Iyanough Road (Route 132 & Bearses Way)  
Hyannis, MA 02601

*Presented by:*  
**NOAA Coastal Services Center**

*Organized by:*  
**Massachusetts Coastal Training Program  
Waquoit Bay National Estuarine Research Reserve,  
MA Department of Conservation & Recreation**