



National Preservation Institute

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Conflict Management and Negotiation Skills for Cultural and Natural Resource Managers

Seminar Overview

Laws and regulations related to cultural and natural resources often require participatory processes that can be mired in conflict and misunderstanding. Projects frequently can be more effectively navigated when stakeholders use collaborative processes and mutual gains negotiation during consultation to resolve problems and develop win-win solutions. Through interactive exercises and role plays, learn to understand conflict management styles, practice negotiation skills, and design a stakeholder consultation process to address issues in a timely manner and prevent conflict from escalating.

Agenda

Fundamentals of Conflict Management and Negotiation

- Key communication skills and exercises
- Basic conflict theory
- Your relationship to conflict
- Exercise in learning to frame the issues for successful resolution

The Range of Dispute Resolution Processes

- Overview of dispute resolution and collaborative processes and tools
- Assessment: Picking the right type of process for your project, considering the timing, project needs, players, legal requirements, cultural considerations, and natural resource issues
- Convening: Designing this process to meet specific needs of your project, prevent conflict, and resolve issues before they escalate
- Case study exercise in assessment and convening

Tools From Interest-Based Negotiation

- Keys to interest-based, mutual gains negotiation
- Key communication skills
- One-on-one negotiation exercise
- Preparing for negotiation exercise

Tools From Consensus Building

- Defining consensus
- Tools for building consensus
- Large group negotiation and consensus-building exercise

Building Awareness of Conflict Management Styles

- Learning your own conflict management style
- Identifying methods for working with other conflict management styles

Throughout the seminar, participants will learn through highly interactive exercises and role play using real scenarios