



Conflict Resolution and Public Participation Center Services

Situational Assessment A situational assessment is a conflict prevention tool designed to build good will at the beginning of a project, or to address a conflict that occurs during a project. The assessment consists of a series of field interviews with interested parties and stakeholders to collect input on the project, understand the issues, and determine which stakeholders would like to be involved at what level of engagement. CPC can conduct these assessments or contract out for this service.

Public Involvement Plan Effective public involvement and stakeholder consultation require thoughtfully developed plans of participation. A Public Involvement Plan or a Communications Plan is that framework that addresses how a team will engage with the public or approach internal and external communication. CPC offers informal instructions and examples of how to write Public Involvement Plans and Communications Plans.

Training CPC offers a variety of courses that can be adapted for specific needs. These include Public Involvement and Team Building in Planning; Risk Communication and Public Involvement; Effective Communication for Regulatory Project Managers; Collaborative Leadership; Facilitation; Partnering; Shared Vision Planning; Participation, Consensus Building and Conflict Management; and Emotion, Outrage and Public Participation.

Workshop Design CPC assists project teams in designing and carefully structuring project workshops to meet the meeting purpose. This includes 1) creating an agenda that will address the issues in question and the purpose of the session (such as building consensus or sharing information), 2) helping the project team prepare and deliver their key messages, and 3) selecting a meeting structure, such as break-out groups, roundtables, exhibition space, etc. that will best achieve the goals of the organizers.

Meeting Facilitation CPC can provide facilitators from the Center, the Corps Network of Facilitators, the U.S. Institute for Environmental Conflict Resolution or via contracts with external facilitators. This network of professionals includes facilitators, mediators, risk communicators, Tribal specialists and other public engagement practitioners.

Information CPC is a repository for information related to public participation and conflict resolution. This includes a variety of literature from Federal policies to Corps guidance and resources to help Corps professionals learn about best practices,

case studies, and the tools and techniques of conflict resolution and public participation.

Phone Consultation CPC is available to discuss various issues related to conflict resolution and public participation, and to answer questions, provide relevant examples or input as requested. CPC serves as a general help line for those planning or conducting public participation or those aiming to prevent and resolve conflicts.

Community of Practice CPC co-leads the Collaboration and Public Participation Community of Practice. This community is comprised of Corps staff who have participated in, and are passionate about, public participation and collaboration. They are available to assist those seeking related advice and input.

Vertical Integration CPC applies a partnering process to bring together staff from the Districts, Divisions, HQ and ASA who are involved in the project. This usually entails a workshop at the beginning of the project or study designed to clarify roles and develop a common vision. This process gets internal Corps stakeholders on the same page before they engage with external stakeholders.