

**Navigating in Rough Seas**  
**Public Issues and Conflict Management (PICM)**  
Presented by:  
NOAA Coastal Services Center

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**Day 1    ACTIVITIES and OBJECTIVES**

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**9:00**    **Welcome.**  
Objective: Set the stage and context for the next 2 days. Make introductions.

**Session 1: Meeting Management**

**A. Meeting Design and Planning**

Objectives: Participants will know the responsibilities of various meeting roles and the concepts of “process” vs. “content.” Participants will know and practice using some of the communication skills that are essential for facilitating public meetings. Know the facilitators role in effectively managing meetings.

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**Break**

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**B. Managing Time**

Objectives: Identify the value of having both a participant and a facilitator/leader agenda. Be able to construct an informative agenda that reflects appropriate time allotment to achieve goals and provide sufficient information for participants to arrive at the meeting fully prepared to participate. Discuss various methods to help better manage time in meetings, including the use of process agendas.

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**12:00**    **Lunch**

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**Session 2: Managing Groups and Teams**

**A. More Facilitation Skills and Tools**

Objectives: Understand why group discussions have pitfalls. Know and use additional facilitation skills and tools to manage group participation in meetings.

**B. Decision Making Options**

Objectives: Determine when to use the appropriate group decision-making option.

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**Break**

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**C. Team Development.**

Objectives: Learn the stages that groups go through to become an effective team, and why this is important in managing conflict in public issues.

**D. Conflict Management and Your Conflict Management Style**

Objectives: Participants will describe some causes for conflict at various levels (individual or one-on-one, small groups, large groups) and ways to minimize these conflicts. Discuss potential for conflict in public issues management and education, and ways to deal with it.

**E. Understanding Change and Resistance to Change.**

Objective: Understand and articulate the dynamics of change and some strategies to help overcome resistance to change.

**F. Dealing with Difficult People**

Objective: Be able to identify problem people in group processes. Articulate and

