

Conflict Resolution

Subtopic	Learning Outcome/Key Elements	Guiding/Essential Questions ("What questions can I ask to ensure I arrive at the intended learning outcome?")
Consensus building and conflict mitigation	<ul style="list-style-type: none"> Understand how consensus building and conflict management are essential parts of a Planner's everyday life 	<ul style="list-style-type: none"> What makes conflict destructive? What are different tools available for consensus building? What is the importance of Consensus building and conflict management in the planning process? What are some take away/applicable skills to use in my everyday work life? How can I design and conduct workshops and public meetings to reach a consensus and manage conflict? What happens when I can't reach consensus?
Facilitation	<ul style="list-style-type: none"> Understand the basics of meeting facilitation and leave with a toolbox of skills to help you run successful meetings Facilitation toolkit 	<ul style="list-style-type: none"> What skills should I have to facilitate an issue? How do I run a successful facilitated session? So you've been asked to facilitate a meeting. What does that mean exactly? How can planners train one another to be a facilitator?
Negotiation	<ul style="list-style-type: none"> When and how to use negotiation 	<ul style="list-style-type: none"> When is negotiation the right approach? Can a planner also be a negotiator?
Mediation	<ul style="list-style-type: none"> Learn when and how mediation can be used throughout the Planning Process Learn how recent changes to the Planning Act regarding new mediation approaches can be used to reduce OMB hearings 	<ul style="list-style-type: none"> What is mediation? When is mediation the right approach? Can a Planner also be a mediator? Can a board member be a mediator?
Arbitration	<ul style="list-style-type: none"> Learn when and how arbitration can be used throughout the Planning Process 	<ul style="list-style-type: none"> Is arbitration the same as a going to the OMB? Why and how can arbitration be used in the Planning process? Who pays for arbitration?