



## **CONFLICT RESOLUTION**

### **CONSENSUS BUILDING AND CONFLICT MITIGATION**

- Understand how consensus building and conflict management are essential parts of a Planner's everyday life

### **FACILITATION**

- Understand the basics of meeting facilitation and leave with a toolbox of skills to help you run successful meetings
- Facilitation toolkit

### **NEGOTIATION**

- When and how to use negotiation

### **MEDIATION**

- 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

### **ARBITRATION**

- Learn when and how arbitration can be used throughout the Planning Process