

Communication Skills for Large Internal Group Projects

Outline/Agenda Christine Boschen and Jeff

Loux, Instructors June 11-12, 2008

DAY 1

Wednesday, June 11, 2008

9:30 a.m.-4:30 p.m.

9:30-10:15

Introduction

- [Introducing Gita Kapahi and the Office of Public Participation](#)
- Course introduction: agenda, instructors, students, logistics

10:15-11:00

Exercise: “Turning bad experiences to good experiences” This exercise will give vignette examples for dealing with difficult situations:

- Dealing with difficult stakeholders
- Addressing highly contentious issues and impasse
- Maintaining control in difficult situations
- Communicating about data/information management

Overview of the Roles: Facilitator, Negotiator and Convener

11:00-12:00

The Facilitation Role

- Supporting all participants
- Reframing (to summarize, to focus and to create positive from negative): The Reframing Game
- Organizing conversation to keep group on task: Freeze Frame Facilitation

12:00-1:15

Lunch

1:15-3:15

Understanding Negotiation

- Understanding different negotiation approaches
- The basic concepts of Interest-Based Negotiation: Maintaining inclusivity with focus on interests and on problem-solving; seeking solutions that offer mutual gain; insisting on objective criteria
- Preparing for negotiations
- Negotiation strategies
- Exercise: “What’s your problem?”

3:15-3:30

Break

3:30-3:40

Dealing with Difficult People and Situations

4:00-4:30

Cyber Communication Tool Box

- Newsletter
- Intranet
- E-mail
- Web-ex
- Survey tool
- Discussion: “How can we make our cyber/phone meetings better?”

DAY 2

Thursday, June 12, 2008

8:30 a.m.-4:00 p.m.

8:30-10:00 Structuring Meetings for Optimal Outcomes

The Anatomy of Group Decisions

- *Decision Structure (how; in what order)*
 - Problem definition
 - Constraints definition
 - Information gathering
 - Option brainstorming
 - Option weighing
 - Decision

Decision or Recommendation Ladder (who; at what point)

CIWQS Communication Strategy, Val Connor

10:00-10:15 Break

10:15-12:00 Addressing Process Details and Basic Tools

- Ground rules and charters
- Milestones and schedules
- Decision rules
- Participation and representation
- Agendas
- Key outcome memos

12:00-1:15 Lunch

1:15-4:00 Extended Exercises (includes 15 minute break)

Real-life CIWQS internal negotiation exercise (break out in 3 groups)

We will use a real-life topic (Data Entry Models for CIWQS) in a make-believe exercise. See handout for details.

Goals of Exercise:

- Practice using newly learned decision-making framework with a real-world project.
- Practice using newly learned negotiation skills for talking through this subject.
- Bonus goal: leave behind pre-conceived notions about “the other side” and focus on the here and now.