



Federal Energy Regulatory Commission

Skills to Resolve Conflicts

Agenda

March 12, 2012

1:30-5:30

Trainers: Jerrilyne Purdy and Joshua Hurwitz
From the FERC's [Dispute Resolution Service](#) (DRS)

Introduction

- DRS
 - What we do
 - Who we are
 - How we assist in facilitating disputes

Interactive discussion

- Issues with landowners during/after construction
- Cost of conflict with property owners
- Reasons for conflicts:
 - Misinformation
 - Miscommunication
 - Misunderstanding of the process

Negotiating - expand the pie to solve the conflict

- Communication
 - Ways to address the reasons for conflict
 - *Exercise*
- Positions vs interests
 - Meet your interests and theirs
- Relationships
- Options
- Legitimacy
- Alternatives
- Commitment

Exercise/Role Play

Open discussion

- Dealing with an individual's difficult behavior
- Participants' experiences

Wrap Up