



Federal Energy Regulatory Commission

Skills to Resolve Conflict

Agenda

December 8, 2014

12:30 - 5:00 p.m.

Trainer: Rebeccah Ratner

From the FERC's [Dispute Resolution Division](#) (DRD)

Introduction

- DRD
 - What we do
 - Who we are
 - How we assist in facilitating disputes
- Participants
 - Who you are and what you hope to gain from the course

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