



American Fisheries Society
2008 Western Division Annual Meeting



Conflict Resolution Skills for Natural Resource Professionals
May 4, 8am-12pm
\$60

Instructor: Michael Fraidenburg fraid@earthlink.net

This ½ day workshop covers mediation principles and techniques for natural resource professionals in their every-day jobs. Workshop participants learn how to shift "me-against-you" disagreement to an "us against- the-problem" dialog. The workshop uses a self-assessment tool, discussion, lecture, and role-playing exercises to teach natural resource professionals how to recognize different conflict management styles and how to work with these differences. This workshop also acquaints learners with the philosophy, concepts, processes, and behavioral skills used to resolve disputes in third-party mediations, including:

- Suspending judgment and diagnosing the different worldviews in conflict.
- Facilitating quality, respectful communications.
- Engaging disputants in a search for common values.
- Distinguishing between issues and interests and how to use these.
- Analyzing conflict styles and the anger arousal cycle.
- Performing a constructive, third party role.
- Balancing power differences.
- Applying a simple, but effective eight-step conflict resolution model.
- Understanding and using the three features of durable agreements.
- Knowing when to bring in a professional mediator.
- Personal conflict survival attitudes and skills.