



**ENVIRONMENTAL COLLABORATION AND  
CONFLICT RESOLUTION (ECCR)  
TRAINING CATALOG**



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## INTRODUCTION

The Conflict Prevention and Resolution Center's (CPRC) ECCR training program is designed to build the capacity of EPA managers and staff to successfully engage in collaborative processes to prevent or resolve environmental conflict. The courses are interactive and range from one hour to two days (14 hours).

While some courses are offered agency-wide a few times a year, all courses can be provided upon request in HQ and regional offices, and they can be tailored to fit the participants' needs. Unless otherwise noted, all training is provided by experienced CPRC staff and/or EPA ECCR Specialists.

ECCR trainings equip EPA staff and managers with tools and skills that help them work effectively, strategically, collaboratively, and transparently with states, Tribes, industry, communities, and other interested and affected parties to achieve better environmental outcomes. ECCR trainings help participants build skills to prevent, reduce, and resolve conflicts in support of achieving EPA's goals. For more information, contact CPRC.

Contact the CPRC Training Coordinator at [adr@epa.gov](mailto:adr@epa.gov).



## TRAINING SUMMARY

Course Name	Audience	Schedule [Subject to Change]	Delivery Methods	Registration
<b>Negotiate Better: An Interest Based Approach</b>	EPA staff and managers who engage in formal and informal negotiations as part of their work.	This training is offered three times a year and upon request.	<ul style="list-style-type: none"> <li>• In-person: 14 hours over two days</li> <li>• Virtual: 8 hours over two days</li> </ul>	24
<b>Bridging Cultural Divides</b>	EPA staff and managers who work in cultural settings that are unfamiliar to them, which may include work across professions, or with Tribes, communities, and other affected parties.	This training is offered upon request in HQ and regional offices.	<ul style="list-style-type: none"> <li>• In-person &amp; Person &amp; Virtual: 2-4 hours</li> </ul>	Unlimited
<b>Harnessing Intense Emotions: De-Escalation in Communication</b>	Appropriate for any interested EPA staff and managers.	This training is offered upon request in HQ and regional offices.	<ul style="list-style-type: none"> <li>• In-person &amp; Person &amp; Virtual: 1-2 hours</li> </ul>	Unlimited
<b>Engaging Constructively in Difficult Conversations</b>	EPA staff and managers who encounter difficult conversations during public participation activities and/or in the daily work of executing effective environmental policy.	This training is offered upon request in HQ and regional offices.	<ul style="list-style-type: none"> <li>• In-person &amp; Person &amp; Virtual: 4 hours</li> </ul>	24
<b>Facilitating Dialogue</b>	EPA staff and managers who work with multiple stakeholders that have divergent perspectives.	This training is offered upon request in HQ and regional offices.	<ul style="list-style-type: none"> <li>• In-person &amp; Virtual: 8 hours</li> </ul>	24
<b>Public Participation and Collaboration: Tools for Success</b>	EPA staff and managers involved in public meetings, community engagement, and/or the development of regulations, environmental policies, and guidance documents.	This training is offered upon request in HQ and regional offices.	<ul style="list-style-type: none"> <li>• In-person &amp; Virtual: 1-5 – 3.5 hours</li> </ul>	Unlimited
<b>Narrative Tools for Environmental Collaboration and Conflict Resolution</b>	EPA staff and managers who work in settings with high levels of conflict among interested and affected parties.	This training is offered upon request in HQ and regional offices.	<ul style="list-style-type: none"> <li>• In-person: 6 hours</li> <li>• Virtual: 4 hours</li> </ul>	Unlimited



## ENVIRONMENTAL COLLABORATION AND CONFLICT RESOLUTION (ECCR)

### COURSE DESCRIPTIONS

#### Negotiate Better: An Interest-Based Approach

**Course description:** Learn how to use an interest-based approach to negotiation to improve your chances of reaching collaborative agreements. On the first day of this immersive training, you will learn practical negotiation techniques and engage in exercises to prepare you to negotiate. On the second day, you will practice your negotiation skills by participating in a multi-party negotiation role-play using an interest-based approach.

**Note:** A separate negotiation role-play workshop is available for those who have previously completed the training.

**Length:** In-person – 14 hours over two days; Virtual – 8 hours over two days

**Schedule:** This training is offered three times a year and upon request.

**Audience:** EPA staff and managers who engage in formal and informal negotiations as part of their work.



## Bridging Cultural Divides

**Course description:** Learn how to interact more effectively with people from other cultures and acquire tools for navigating unfamiliar cultures in this immersive course. Culture is a lens through which we can better understand behavior, and developing cultural competence helps improve cross-cultural communication, reduce conflict, and increase the likelihood of good working relationships that result in successful projects.

**Length:** 2-4 hours

**Schedule:** This training is offered upon request in HQ and regional offices.

**Audience:** EPA staff and managers who work in cultural settings that are unfamiliar to them, which may include work across professions, or with Tribes, communities, and other affected parties.

## Harnessing Intense Emotions: De-Escalation in Communication

**Course description:** This interactive training introduces active listening techniques and engages participants in practice to de-escalate emotionally charged communications in private and public settings. Participants learn about intense emotions and how they affect the body, review active listening techniques and learn the dos and don'ts of de-escalating contentious communication, and apply active listening techniques using a relevant case study.

**Length:** 1-2 hours

**Schedule:** This training is offered upon request in HQ and regional offices.

**Audience:** Appropriate for any interested EPA staff and managers.

## Engaging Constructively in Difficult Conversations

**Course description:** Some kinds of conversations will always be challenging, but we can approach them in ways that will lead to better outcomes. In this course participants learn what makes a conversation difficult; use a variety of tools to diagnose difficulties; and prepare for, open, and persevere through a difficult conversation.

**Length:** 4 hours

**Schedule:** This training is offered upon request in HQ and regional offices.

**Audience:** EPA staff and managers who encounter difficult conversations during public participation activities and/or in the daily work of executing effective environmental policy.



## Facilitating Dialogue

**Course description:** Skilled facilitators are crucial to the success of the dialogue process. Facilitated dialogue encourages perspective-taking and can be part of a planning process, the basis for an action plan, or a forum for parties with conflicting views and interests to better understand one another. In this training you will develop fundamental facilitation skills, such as forming good questions and giving equal airtime to all participants. You will also put your skills into practice: all participants will facilitate a dialogue with a partner and will receive feedback from instructors and fellow participants. Participants will read the short book, *Dialogue for Difficult Subjects: A Practical, Hands-On Guide*, in advance of the training.

**Length:** In-person – 8 hours; Virtual – 8 hours

**Schedule:** This training is offered upon request in HQ and regional offices.

**Audience:** EPA staff and managers who work with multiple stakeholders that have divergent perspectives.

## Public Participation and Collaboration: Tools for Success

**Course description:** Careful design and planning of public participation can help improve the likelihood of success for your projects. This workshop presents examples of the different types of engagement – from outreach to information exchange to agreement – included in EPA’s Public Participation Spectrum -and teaches participants how to select the most appropriate design for their projects.

**Length:** 1.5 – 3.5 hours

**Schedule:** This training is offered upon request in HQ and regional offices.

**Audience:** EPA staff and managers involved in public meetings, community engagement, and/or the development of regulations, environmental policies, and guidance documents.

## Narrative Tools for Environmental Collaboration and Conflict Resolution

**Course description:** People live in stories. Stories serve to sequence events in time in a way that preserves the identity, values, and relationships of the storyteller.

The practices of narrative analysis and facilitation help parties engaging with interested and affected parties to develop stories that foster trust and collaboration and reduce conflict. Participants will learn facilitation techniques that promote positive changes in stories, and they will have an opportunity to practice these techniques with coaching from the instructor.

**Length:** In-person – **6 hours**; Virtual – 4 hours

**Schedule:** This training is offered upon request in HQ and regional offices.

**Audience:** EPA staff and managers who work in settings with high levels of conflict among interested and affected parties.



## TESTIMONIALS

What EPA employees are saying about CPRC's EECR Trainings!

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*"I can now identify where cultural/behavioral assumptions may contribute to conflict, and utilize strategic planning tools to avoid, minimize and resolve conflict."*

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*"The negotiation training provided examples and hands-on practice of how to communicate more clearly with my colleagues, as well as how to negotiate more effectively with parties outside EPA."*

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*"It was helpful to see real people talking about their experiences using techniques to take on difficult conversations. It makes it more realistic and approachable and gives me more confidence to employ the techniques myself."*



## CPRC TRAINERS



### Gina Langan Garcia, Ph. D

Gina is the director of CPRC. Prior to serving as director, she served as CPRC's training coordinator and worked as the CPRC lead for Superfund and Title VI programs. Gina earned her doctorate in conflict analysis and resolution and has taught undergraduate and graduate conflict resolution courses, including negotiation and mediation. Gina currently teaches in the University of Baltimore's Negotiations and Conflict Management graduate program.



### Leslie Coker

Leslie is a highly experienced mediator and alternative dispute resolution practitioner. She joined CPRC as a conflict resolution specialist in 2021, and she serves as the Training Coordinator and CPRC lead for Environmental Program Management contract support. Leslie is also an experienced conflict resolution trainer. Before joining CPRC she served in FEMA's Mission and Program Branch of the OCC Alternative Dispute Resolution (ADR) division as an Advisor and a Deployable Field Advisor from 2019-2021. Prior to that, Leslie served for 11 years with the Prince George's County, Maryland' Office of Community Relations, providing ADR services to local government agencies, non- profits, stakeholders, and citizens in the community. Leslie earned a Bachelor of Science in Political Science and Criminal Justice from the University of Maryland. She is also certified in the Inclusive and Facilitative mediation models.



### Aaron Price

Aaron Price is a Conflict Resolution Specialist with EPA's Conflict Prevention and Resolution Center and brings a history of success in several roles, including as a Trainer, Mediator, Negotiator, and Fact Finder in various aspects of civil and criminal law enforcement. Over the past 20+ years, he has worked across the country as a park Ranger, Police Officer, Investigator (U.S. Equal Employment Opportunity Commission), Equal Employment Manager (U.S. EPA – Region 5), and Civil Investigator. Aaron holds a Bachelor of Arts in Sociology-Law, Criminology, and Deviance from the University of Minnesota and a Master of Science in Criminal Justice from the University of Cincinnati. He also holds a Certification in Environmental Collaboration and Conflict Resolution.



### Hannah Adamson

Hannah Adamson is a conflict resolution specialist in CPRC. She has experience in community-based peacebuilding, international reconciliation, qualitative research, conservation, and mental health and psychosocial support in conflict resolution. She earned her master's degree in Conflict Analysis and Resolution at the Jimmy and Rosalynn Carter School for Peace and Conflict Resolution at George Mason University. Her thesis focused on understanding the complexity of peacebuilder positionality dynamics to inform conflict resolution processes.