



You're Invited: Free Training Opportunity "Building Trust and Resolving Differences"

November 20, 2008, 9:30 am to 4:30 pm
Hayden, Idaho

About the Training

For many of us, conflict means a win-lose proposition. Each side strives to win, spending lots of energy, time, and resources. The all-too-familiar outcomes: escalating conflict, mounting hostilities, intractable positions, and diminishing hope for workable solutions. The good news: it doesn't have to be this way.

Building Trust and Resolving Differences is an interactive training program that helps you learn how to work towards practical win-win solutions.

This one-day course helps build skills in problem-solving and negotiation, with an emphasis on understanding the assumptions that influence how we work with others.

Topics include identifying and managing competing interests; building win-win solutions; handling emotions effectively; dealing with difficult tactics; and stating our interests and positions in constructive ways. This is a high-energy course with opportunities to practice new approaches in solving problems and resolving disputes.

With daunting community concerns and

shrinking resources to address them, we need productive interactions that help us move issues forward. *Building Trust and Resolving Differences* offers both a solution mindset as well as skills to get our interests met in positive, creative ways. At the end of this training program, participants can have a better understanding of themselves as well as useful techniques they can use to build trust and resolve differences.

Register Now

Attendance is limited to 40.

Registration is required. Please register early, and no later than November 13. To register, call **Debra Sherbina**, EPA, at 206-553-0247 or 1-800-424-4372 x0247. Or email sherbina.debra@epa.gov

The BEIPC (Basin Environmental Improvement Project Commission) and its Communications Project Focus Team invites individuals involved in or affected by the Coeur d'Alene Basin Cleanup Project to attend this event. The training is provided by EPA through its Community Involvement University program. The team is a subgroup of the BEIPC. A meeting of the Commission is set to take place November 19 in the same location as this training; the public is invited. Go to www.basincommission.com for details on the commission meeting.



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