



19210 S. Vermont Avenue, Building A, Suite 100  
Gardena, CA 90248  
Phone: (310) 538-0233  
www.irwaonline.org

## Course 304: When Public Agencies Collide

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### Mt. Pleasant, MI



## Course 304: When Public Agencies Collide

### Course Description:

This managerial course presents sources of, and solutions to, conflicts between public agencies. The course is interactive, utilizing the experiences of the facilitator and participants, text material, and a progressively complex participant exercise. The goal of the course is to provide participants with insights and tools for avoiding, resolving and managing conflicts in the public sector.

### Course Level:

Intermediate

### Course Tuition Includes:

Participant Manual (Printed)

### Topics:

- Sources of Public Agency (PA) conflict
- Personality and behavior factors
- Primary drivers (motivators) of Public Agencies
- The role of bureaucracies
- The influence of politics
- Processes for conflict resolution

### Who Should Take This Course:

This course is designed for right of way managers and staff who seek enhanced skills at resolving conflict within or between public agencies and utilities.

