

“I wish there was a way we could increase *positive and constructive* participation in our municipal board meetings!”

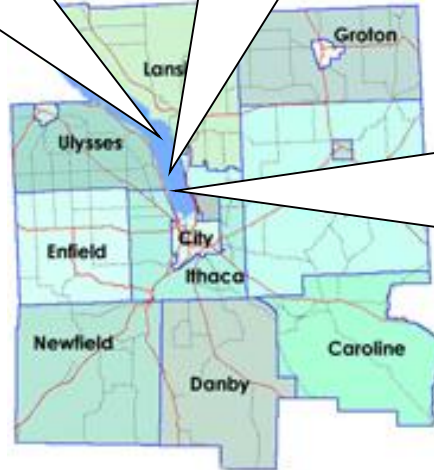
“Shouldn’t local government be about *supporting and strengthening community* and not tearing it down?”

“I’m getting tired of there being “winners” and “losers.” I’m ready for a more *collaborative and collegial method* of doing business!”

TOMPKINS COUNTY  
COUNCIL OF  
GOVERNMENTS &



PRESENT...



# “FACILITATING EFFECTIVE PARTICIPATION in the **HEATED** PUBLIC MEETING” ~ A Training Overview for Elected & Appointed Officials

CONTENT INCLUDES:

- Ñ THE PUBLIC MEETING FRAMEWORK – Strategies & Best Practices for Creating and Holding the Space ~
- Ñ THE PUBLIC MEETING DIALOGUE – “Skills of Amplification” to heighten Effective Communication, Understanding, & Collaboration ~

**INCLUDES *REAL-LIFE VIDEO EXERCISES & ROLE PLAYS*  
AND OPPORTUNITIES TO *SHARE YOUR OWN IDEAS & EXPERTISE!***

To Schedule a training for your municipality or association, contact CDRC at 607-273-9347  
or email: [shepardson@cdrc.org](mailto:shepardson@cdrc.org).

*“Exactly what I needed; exceeded my expectations!”*  
- Board Member

*“This is a very needed training.”* –  
Village Mayor

*“I have a public meeting coming up that will be run differently based on what I learned today.”* -Municipal Supervisor

#### OTHER PARTICIPANT QUOTES

*“I will definitely communicate and listen differently with people.”* – Board Member

*“I definitely feel more prepared for future board meetings!”* Board Member

*“I will use rules and process more frequently now”* – Board Member

*“I plan on being more proactive and work to set up a firmer framework”* - Supervisor

*“This training needs to be presented to the U.S. Congress!”* – Non-Profit E.D.

**Training Content Summary: Public Meeting Framework:** Tools and strategies for creating and holding the meeting space with the objective of supporting safe, meaningful inclusion on one hand and productive process on the other. Topics include: Democracy vs Republic; “Which is it?!” ; Effective Use of Ground Rules, Guidelines, & Other Boundaries; The Unique & Shared Roles of the Presiding Officer & Board Member; Creating a Hospitable Meeting Atmosphere; The Convening Statement; The Organizational Meeting; Establishing Ongoing Parameters / Procedures; The Role of Public Education & Awareness. **Public Meeting Dialogue:** Concepts and “Amplification Tools” to expand the potential for improved communication, greater understanding, and more collaborative problem solving. These skills will be explored in the context of Privilege of the Floor and the Discussion / Deliberation of Resolutions. Topics include:

- Understanding the Nature of Conflict
- Appreciating Conflict in Public Process; What’s Really Going On
- Amplification Tools to Prevent and/or Shift the Conflict Dynamic
  - Focused Listening
  - Reflective Feedback
  - Strategic Summary
  - Identifying / Offering-Back Decision Making Opportunities

#### About the Trainer

Jeff Shepardson, CDRC Director of Training, Facilitation, & Development, has served CDRC as staff member, mediator, facilitator, and trainer since 2005, mediating and facilitating cases both public and private in a wide variety of contexts and settings. Jeff also provides Mediator, Facilitator, & Conflict Engagement Trainings locally and nationally all based on a relational approach to conflict and its transformation. A Certified Trainer and member of the Mediator Ethics Advisory Committee for the NYS Unified Court System Office of Alternative Dispute Resolution, Jeff also serves as adjunct faculty for Cornell Law School and Cornell School of Industrial & Labor Relations, Fellow and certified mediator with the Institute for the Study of Conflict Transformation ([www.transformativemediation.org](http://www.transformativemediation.org)), and holds degrees in Literature, Communications, and Theology. He holds a deep belief in the individual’s need to realize the significant opportunities waiting to be realized via the effective engagement and transformation of conflict interaction.