



# Community Involvement University

Community involvement knowledge and skills training for EPA staff working on Superfund site cleanups.

**Community Involvement University Presents Two Virtual Offerings of an Interactive Workshop with relevant video examples and a breakout group on-camera exercise at the end of the session.**

## Defusing Difficult Situations – Tips on Coping with Conflict

### LEARNING GOALS

Participants will gain skills on how to:

- o Understand why conflict occurs and how to recognize the types and levels of conflict likely to occur at a public meeting or other stakeholder encounter
  - o Prevent conflict from escalating and regain control over the situation
  - o Harness the power of body language to convey calm and confidence – even in combative situations
  - o Recognize and handle specific types of disruptive individuals and
  - o Develop ways to cope with the personal discomfort that can accompany conflict.

### WHO SHOULD PARTICIPATE

Community Involvement Coordinators, Remedial Project Managers, On-Scene Coordinators and other EPA staff working on Superfund sites

### WHEN

Monday, September 19, 2022, 10:00 am – 12:00 pm Eastern Standard Time – **1<sup>st</sup> offering**  
Wednesday, October 05, 2022, 10:00 am – 12:00 pm Eastern Standard Time – **2<sup>nd</sup> offering**

**You will earn 2 Continuous Learning Points – CLPs.**

### TRAINER

Pamela Avery, EPA Training Consultant, AveryMassey, LLC

### REGISTRATION AND ADDITIONAL INFORMATION

<https://www.trainex.org/DefusingDifficultSituations>

### FOR MORE INFORMATION, PLEASE CONTACT

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