Energy & Society  
CH EN 6158  
Tuesday, July 22, 2014 – 9:00-10:00

Conflict Resolution  
Interactions with Stakeholders

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ADR

Alternative Dispute Resolution
Appropriate Dispute Resolution  
Additional Dialogue Required

EDR

Even More Dialogue Required
Why should Petroleum Engineers care about Conflict Resolution and Interaction with Stakeholders?

Spectrum of Conflict-Related Processes

Prevention ➔ Management ➔ Resolution
Thumbwrestling

Score as many points as you can in 15 seconds

Round 1: NO TALKING before or during round

Round 2: Can talk before the round starts

Collaborative Problem-Solving – Basic Elements

- Common goal
- Communication / mutual education
- Agreement
- Implementation / follow-through
You Can’t Always Get What You Want
_The Rolling Stones_

... 

No, you can’t always get what you want

You can’t always get what you want

You can’t always get what you want

But if you try sometime you find

You get what you need

...
IAP2 Core Values for Public Participation

1. The public should have a say in decisions about actions that affect their lives.
2. Public participation includes the promise that the public’s contribution will influence the decision.
3. The public participation process communicates the interests and meets the process needs of all participants.
4. The public participation process seeks out and facilitates the involvement of those potentially affected.
5. The public participation process involves participants in defining how they participate.
6. The public participation process provides participants with the information they need to participate in a meaningful way.
7. The public participation process communicates to participants how their input affected the decision.

International Association for Public Participation (IAP2)
www.iap2.org

Risk = Hazard + Outrage

Peter M. Sandman Risk Communication Website
www.psandman.com
Dealing with an Angry Public

- Acknowledge the concerns of the other side.
- Encourage joint fact-finding.
- Offer contingent commitments to minimize impacts if they do occur, and promise to compensate unintended (but knowable) effects.
- Accept responsibility, admit mistakes, and share power.
- Act in a trustworthy fashion at all times.
- Focus on building long-term relationships.

Lawrence Susskind and Patrick Field, 1996
Consensus Building Institute, www.cbuilding.org

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LAW 7838–1 (2 credits) – Thursdays 3:15-5:15 pm

www.edrblog.org