



## Agreement Dynamics Professionals Have Extensive Experience Facilitating Complex Issues

### What is a “complex issue”?

- *Dynamic* – people, process, politics are all moving parts!
- *Interconnected* – solving one issue creates another
- *Technical* – complex subject matter
- *Incendiary* – lots of diverse interests and competing positions

### How do we approach facilitating complex issues?

- *Design with our clients*
  - Overall process and individual meetings
- *Understand the complexities, quickly!*
  - Build credibility with participants
  - Learn technical nuances and parties’ interests
  - Build connections between projects based on experience
- *Pay attention to details*
  - Every meeting meticulously planned
  - Accurate notes and reports
- *Have courage and presence when facilitating*
  - Model respect and trustworthiness
  - Show optimism
  - Work from deep understanding of interests and motivation
  - Actively listen
  - Communicate clearly and effectively
  - Use positive humor to ease tension and spark creativity
- *Focus on results*
  - Develop and meet timelines
  - Collaboratively craft measurable goals
  - Celebrate success
  - Help all stay focused on desired outcomes

### Examples of clients who have called on us for this kind of facilitation:

- City of Los Angeles and City Coalition of Six Labor Unions
- Metropolitan Water District of Southern California and Five Labor Unions
- Lake Tapps Task Force
- Washington State Department of Ecology
- Washington State Interagency Committee on Outdoor Recreation
- Puget Sound Energy
- Sound Transit
- Washington State Department of Transportation