



CREIGHTON & CREIGHTON SERVICES

- **Design and implement public participation, risk communication and dispute resolution programs**

Develop Implementation Plans

Work with clients to develop public participation or dispute resolution plans specific to the decision being made, and the kind and number of interested stakeholders.

Conduct Assessments

Conduct interviews or focus groups with key stakeholders to assess the probable issues, level of interest, and potential for controversy or for resolution.

Design and Facilitate Public Meetings or Workshops

Design public meetings, workshops and other forums, as needed, to meet the needs of the project, including conducting dry-runs. If appropriate, serve as the facilitator for these meetings.

Prepare Meeting Summaries

If requested, prepare summaries of public forums for distribution to the public.

Develop Public Information Documents

Write public information documents (newsletters, brochures, reports) including, if requested, preparing layout and design.

Assist with Development of Presentations

Upon request, assist and support client staff with the development of presentations suitable for the public.

Facilitate Project Meetings

If requested, facilitate internal meetings of the client's project team.

- **Prepare manuals or guides**

Prepare manuals, guides or draft policies on topics such as:

- Public participation
- Risk communication
- Dispute resolution
- Environmental justice
- Collaboration and multi-party teaming
- Partnering

- **Develop or conduct training courses**

We provide a number of "off-the-shelf" training courses in our areas of expertise, and frequently design customized courses to meet the needs of our clients.

- **Designing or facilitating meetings or workshops, conferences, or multi-party problem-solving sessions**

Our clients frequently ask us to design and or facilitate important or potentially controversial meetings, workshops and conferences. This involves everything from small team meetings, to conferences with thousands of attendees.

- **Setting up and facilitating advisory committees or task forces**

Our services include helping clients establish advisory committees with credible membership, helping the advisory committee get organized and establish effective groundrules, and facilitating advisory committee meetings.

- **Facilitating internal or multiparty partnering or team building workshops**

We will work with clients, including multi-party clients, to design and conduct team building or partnering sessions appropriate to the needs of the situation.

- **Evaluating organization-wide public participation and dispute resolution activities**

We will conduct organization-wide assessments of the manner in which the organization/agency is implementing public participation, dispute resolution, or collaboration management programs. Typically this involves extensive interviewing of both internal staff and external stakeholders. Our assessment will include recommendations for program improvements

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