



19210 S. Vermont Avenue, Building A, Suite 100  
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Phone: (310) 538-0233  
[www.irwaonline.org](http://www.irwaonline.org)

***Coming Soon!***

## **Course 304: When Public Agencies Collide**

### **Course 304: When Public Agencies Collide**

#### **Course Description:**

This one-day managerial course presents sources of, and solutions to, conflicts between public agencies. The course is interactive, utilizing the experiences of the facilitator and participants, text material, and a progressively complex participant exercise. The goal of the course is to provide participants with insights and tools for avoiding, resolving and managing conflicts in the public sector.

#### **Prerequisites:**

- IRWA Course 213 "Conflict Management"

#### **Topics:**

- Sources of Public Agency (PA) conflict
- Personality and behavior factors
- Primary drivers (motivators) of Public Agencies
- The role of bureaucracies
- The influence of politics
- Processes for conflict resolution

#### **Credentialing:**

- **Generalist:** An **intermediate** course that can be applied towards the ARWP, RWP or SR/WA program.
- **Specialist:** Not applicable.

#### **Course Tuition Includes:**

- Participant Manual

#### **Who Should Take This Course:**

- This course is designed for right of way managers and staff who seek enhanced skills at resolving conflict within or between public agencies and utilities.

Last Name															First Name														
Title																													
Company Name																													
Address																													
City, State, Zip																													
( ) -										<input type="checkbox"/> Yes <input type="checkbox"/> No Member										Member ID Number									
Email Address																													

If payment includes the fees for registrants other than yourself, check here: ☐  
 (Please submit names of other registrants on a separate paper along with this form)  
 Will you also be attending? ☐ Yes ☐ No

<b>Member Tuition</b>	<b>Non-Member Tuition</b>	<b>Total Tuition Amount Due</b>
\$265.00	\$330.00	\$_____

<b>Total Member Registrants:</b> ____
<b>Total Non-Member Registrants:</b> ____

PRINT NAME AS IT APPEARS ON CARD: \_\_\_\_\_

Amex ☐ MC ☐ Visa ☐ Card #: \_\_\_\_\_ Exp: \_\_\_\_\_ 3-Digit CVV: \_\_\_\_\_

Signature: \_\_\_\_\_ Amount to be Charged: \_\_\_\_\_

### Course 304: When Public Agencies Collide

**Sponsored By:** IRWA Chapter 32  
**Date:** August 5, 2013  
**Time:** 8:00 AM - 5:00 PM

**Class Facility Location:**  
 Tennessee Dept. of Transportation  
 Region 1 Auditorium  
 7345 Region Lane  
 Knoxville, TN 37914  
 Phone: (865) 594-2400

**Four Ways to Register:**  
 — **Online:** [www.irwaonline.org](http://www.irwaonline.org)  
 — **Fax:** (866) 388-7419  
 — **Email:** [education@irwaonline.org](mailto:education@irwaonline.org)  
 — **Contact Course Coordinator**

**Cancellation Policy:** All classes scheduled by IRWA are **subject to cancellation**. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, Instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

**Tuition Refund Policy:** Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff ([education@irwaonline.org](mailto:education@irwaonline.org)) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.

**Suggested Accommodations:**

La Quinta Inn & Suites  
 7210 Saddleback Street  
 Knoxville, TN 37914  
 Phone: (865) 633-5100

**Rates: (starting at)**

Single/Double: \$65.00 + 11.21 Tax

Please contact the hotel directly and mention **IRWA Chapter 32** when making reservations.

**Course Coordinator:**

Amy Cooper, SR/WA, R/W-AC  
 319 Taylor Road  
 Knoxville, TN 37920  
 Phone: (865) 594-2471 / Fax: (865) 594-2495  
 Email: [Amy.M.Cooper@tn.gov](mailto:Amy.M.Cooper@tn.gov)

**About the Instructor:**

**Faith A. Roland, SR/ WA – CEO, Roland Resources, Inc.:** is a celebrated leader in the Public Land Acquisition Industry, driving large scale infrastructure projects. Ms. Roland has managed & completed over \$200 million in voluntary land transactions, acquiring and/or preserving over 110,000 acres of public land in the State of Washington alone. These projects resulted in the development of over 200 miles of trails and 1000's of acres of preserved land in the Northwest. Faith is an expert on Rural Airport acquisition and relocations projects, and Conservation and Mitigation programs. She understands managing complex projects requiring multiple funding sources, balancing the laws and requirements of city, state and federal agencies. Ms. Roland has been involved in Right of Way since 1994, and is a former Project Manager and Acquisition Supervisor for public land acquisitions within King County, WA. In 2010 Faith established Roland Resources, Inc, bringing creative solutions to public infrastructure projects. Faith served as the 2008-09 International President of the IRWA, the gold standard for Right of Way Professionals with more than 10,000 members worldwide. She has twice received Professional of the Year awards from her home IRWA chapter. Faith serves on the Bellevue Parks and Community Services board and Light Rail Best Practices Committee, and other local causes. She is a member of Commercial Real Estate Women and Women Transportation Symposium. Faith enjoys traveling to remote North American villages, is an advocate for women's outdoor issues, and is a certified fly fishing instructor. She has lived in Washington for 39 years and currently resides in Bellevue, with her husband Rich, a Seattle attorney.