



UCCR Presentation
“Beyond Traditional 3rd Party
Neutrality”

May 17, 2012

Who am I and how did I get here?

- Trained as a mediator in Oregon in 1997
- Standard route of small claims court, finding willing mentors, role play coaching, etc.
- Masters of Organizational Behavior
- Find the top firm to work for in the U.S....
- RESOLVE (intern)
- CDR Associates
- Principal of The Langdon Group since 2004

The Langdon Group

- Focus practice in western United States
- Offices in Orem, Salt Lake City, Kaysville, Pocatello, Boise
- 14 Practitioners: Mediation/Facilitation, Public Involvement, Social Media, Public Relations, Strategic Communications
- Projects: NEPA, Local/State/Federal Government, Water, Transportation, Organizational/Situational/Conflict Assessments
- US Institute for Environmental Conflict Resolution
- Association for Conflict Resolution – Environment and Public Policy Section
- EPA and USIECR Roster Practitioners

Beyond small claims, divorce and victim offender...

- “We provide the structure and opportunity for people to collaboratively solve problems.”
- Environmental and Public Policy Cases: Systemic Problem Solving
- Industrial Organizational Psychology, Organizational Behavior and Mediation... What do they all have in common?
 - Be quantifiable

Examples of what we do...

- West Davis Corridor Study
 - EIS for a 25 mile study after Legacy
 - Regulatory agencies and public facilitation
- Santaquin Water Reuse
 - Second largest tart cherry producing area in country, shortage/scarcity of water and long history of conflict
- INL
- NRCS Weber County EA and Flood Control Facilitation
- Cache Valley Water Master Plan



If you are interested in what we do...

- Find a Sid Lezak
- Be willing to think beyond traditional 3rd party neutrality
- Think like a business person
- Be theoretically sound! Stay true to process.
- “Clients don’t care about what you know, they care about what you have done.”

Innovation...

- Where does the work come from?
- Private Public Partnerships
- Become an innovator!
- RESOLVE Mining Example
- UDOT Public Outreach Planner
- Visual Voice

Theories and Models...

- Everyone needs to have a theory and a model in their back pocket... What's yours?
- Negotiation: Interest vs. Position
- BATNA and WATNA (MLATNA)
- Triangle of Satisfaction
- Stockdale Paradox

Think Systemically!

- Remember the Three P's!
 - Policy
 - Program
 - Public

What you can do...

- Become a great writer
- Learn about alternative dispute resolution and deliberative democracy
- Attend an IAP2 Training
- Learn the Adobe Suite
- Learn how to do Behavioral Interviewing
- Don't be a stereotypical Millennial...

How I can be reached...

Dan Adams

- dadams@langdongroupinc.com
- Cell 801-520-4762
- www.langdongroupinc.com

Questions?



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