



## Dispute Resolution Skills Training for FOIA Public Liaisons

Tuesday, March 23, 2010  
8:00 a.m. to 4:30 p.m.

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Hosted by  
Office of Government Information Services (OGIS),  
Federal Energy Regulatory Commission (FERC),  
Department of Justice, Office of Information Policy (OIP)

Freedom of Information Act (FOIA) Public Liaisons are a crucial part of the FOIA process and their role was recently formalized in the OPEN Government Act of 2007. FOIA Public Liaisons are charged under the law with helping to resolve FOIA disputes. OGIS, along with FERC-trained Dispute Resolution Specialists, has developed a pilot training program to provide FOIA Public Liaisons with dispute resolution tools to take back to their agencies. OIP is pleased to co-sponsor this training.

As the intended first point of contact within an agency when a FOIA dispute arises, FOIA Public Liaisons are often put in situations where they must negotiate with members of the requester community as well as with colleagues within their own agencies. Of course, many Public Liaisons are adept and experienced at handling the sometimes contentious and complicated situations brought to them, but some Public Liaisons are new to this type of role. This free dispute resolution training, including communication and facilitation skills, is intended to aid Public Liaisons from all backgrounds and skill levels. While a Public Liaison is certainly not expected to become a mediator, dispute resolution skills are incredibly helpful in working among various different parties especially surrounding a dispute. The skills taught in this training will also assist other FOIA professionals when interacting with the requester community and agency personnel, and is open to all agency FOIA professionals.

This is the pilot offering of this training session and space is limited, so if you are interested, please RSVP to [ogis@nara.gov](mailto:ogis@nara.gov) by **March 17, 2010** to guarantee your place. OGIS expects to offer this training on a regular basis and if you are not able to attend this session, please plan on joining a future session.

**Location:** Federal Energy Regulatory Commission, 888 First Street, N.E., Washington, D.C. 20426. A valid government identification badge is required.

**Directions:** By Metro: The closest Metro stop is Union Station on the Red Line (follow sign to Amtrak trains, take First Street exit on left as leaving turnstile, turn right and walk approximately three blocks and FERC is on the left). There are also public garages with limited parking available for a fee.

**Contact:** Office of Government Information Services: [ogis@nara.gov](mailto:ogis@nara.gov)