

Arlington Neighborhood College 2011 Course Outline

Sessions are on Wednesday evenings from 6-9 PM and include dinner.
All sessions except for April 20, 2011 will be held at:

**Arlington Career Center, Room 107
816 S. Walter Reed Drive
Arlington, VA 22204**

**Graduation will take place on Tuesday evening, June 14
at the Courthouse Building, 2100 Clarendon Blvd.**

Arlington Neighborhood College aims to help Arlington County residents improve their communication and conflict management skills and learn about how Arlington County Government works as well as the services it provides. Participants will have an opportunity to practice these skills and apply them to the topic that is the theme for each session.

**Session One:
April 6, 2011**

Core Communication Skills/Arlington County Police Department

Participants will learn the basics of effective communication, including how to listen actively; make points clearly, concisely and persuasively; and how to elicit more information without coming across as attacking the other person. This session will include skills concepts and practice and an opportunity to use these skills in a conversation with a representative of the Arlington County Police, who will discuss topics of interest in participants' neighborhoods.

**Session Two:
April 13, 2011**

Overview of Arlington County Government Structure

Participants will practice the core communication skills they learned in the previous session while interacting with the County Manager and members of the County Board. County officials will give an overview of the organization and structure of Arlington County government including the County Board, advisory groups and County departments and the services they provide.

**Session Three:
April 20, 2011
2100 Clarendon Blvd
Room 311**

Advocacy and Inquiry/Tenant Landlord Issues

Participants will learn how to balance being strong and articulate advocates for their own points of view with an equally important need to understand and respect the points of view of others. Participants will learn how to be more influential by drawing out others' concerns and making their own assumptions and beliefs explicit. They will practice these skills with a case related to typical tenant/landlord issues.

**Session Four:
April 27, 2011**

Giving and Receiving Feedback Effectively/Code Enforcement

Practicing with scenarios and then personal cases, participants will learn how to give feedback in a timely and constructive manner that leads to needed changes and promotes healthy relationships. They will also learn how to receive feedback without becoming defensive so they can change their own behavior for the better. They will strengthen these skills using cases related to code enforcement issues that can cause tension between neighbors.

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Session Five:
May 4, 2011

Conflict Resolution and Negotiation/Affordable Housing

Participants will gain some insight into their own conflict management styles while learning how to identify the root causes of conflicts. Students will also learn the principles of interest-based or “win-win” negotiation. They will analyze case studies related to affordable housing and offer their suggestions for resolution. Participants will give an update on the small group projects they have undertaken and receive coaching on how best to address any conflicts that emerged.

Session Six:
May 11, 2011

Consensus Building/Transportation

Arlington County Government promotes consensus building to help ensure that every stakeholder has a chance to influence the outcome. Participants will learn a framework for building consensus and apply it to cases involving transportation issues (such as whether bicycles or cars should have priority on County roads) as well as to the small group projects undertaken by the participants themselves.

Session Seven:
May 18, 2011

Organizing for Action/Substance Abuse

Using a mock case involving a substance abuse concern and then working on the project they undertook as part of this course, participants will plan next steps to move their projects forward.

GRADUATION
Tuesday evening,
June 14, 2011
2100 Clarendon Blvd

Ceremony at County Board Meeting

Certificates of completion will be presented to participants by members of the Arlington County Board at its regular recessed meeting.