



Natura 2000 Networking  
Programme on behalf of  
the European  
Commission



**L'ATELIER**  
technique des espaces naturels



Natura 2000 Networking Programme managed in  
partnership by project partners EUROPARC  
Federation, Eurosite and European Landowners  
Organization (ELO)

## Natura 2000 Networking Programme

### Conflict resolution

#### Workshop report

13-16 November 2007 in Montpellier, France

#### **Introduction / Background**

The workshop was held in ATEN's office located in Montpellier, France from 13 to 16 November 2007. Clearly addressed to conservationists working in protected areas among which are Natura 2000 sites, the four-day workshop was designed to deal with all aspects relevant with conflict management and negotiation. The workshop was a combination of presentations, case studies and role-playing to insist on practical skills to be able to deal with real situations. The reason why no participants from other countries attended the course, was because the workshop language was French.

#### **Purpose and expected outcomes:**

The needs expressed by Natura 2000's operators were translated into four objectives:

- To gain techniques to better deal with conflicts;
- To analyze causes to be able to solve conflicts;
- To know how to anticipate conflict in order to avoid it;
- To prevent miscommunication.

For the participants, the aims of the workshop were to:

- Learn the basic techniques of personal communication;
- Learn how to pinpoint the causes;
- Learn how to transform a conflict into a win-win situation;
- Learn how to organize meetings;
- Learn how to prepare and lead a negotiation.

The programme included four modules (see programme in French):

- Types of issues
- Conflict analysis
- Find solutions
- Communication tools

#### **Results-key points arising during the workshop:**

Certain preconditions are important;

The operator must be recognized as legitimate in his role: territorial legitimacy (manager of an important part of a site), institutional legitimacy (government organization, mixed association) or sometimes neutrality (consultancy firm). It is a good idea to meet local officials as soon as possible. The management plan (DOCOP) can be presented as an "extra measure" to avoid having a management model being imposed from above.

Recognize and reassure collaborative partners, believe in the possibility of change and create links. See nature as a parlour game!

It is important to be aware of the diversity of types of conflicts. Four levels of conflicts were identified during the workshop:

- Institutional level (cultural background)
- Types of land-users (farmers, hunters, families, sportsmen, conservationists...)

- Team level (young and old people with different educational background, coming from city or countryside...)
- Individual level (psychological character)

The tools and approaches to analyse or to solve conflicts have to be different from one level to the other. The communication practices, as well as the negotiation methods within Natura 2000 situations are very good case studies involving different types of stakeholders.

New techniques of communication were presented to the participants and applied during role- playing working groups. Communication, beyond simply being a form of “prospecting”, other activities as educational programmes or technical documents, additional talks during training sessions by professional organisations, can help galvanize stakeholders.

**Conclusion and further action:**

Each participant has planned to develop a more serious approach to try to solve conflicts. They agreed on the concept of starting by asking the stakeholders to approve the rules of the methodology that will be used during the negotiation. This is a very important and necessary step. No rules for negotiation = no conflict resolution.

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2 place Viala, 34060 Montpellier cedex 2, France. <http://www.espaces-naturels.fr>

**Contact details of workshop participants:** addresses of participants on request

**Contact detail of workshop trainer:** Martial SIRIEX  
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Following is the list of participants, type of organisation and function among the group:

<b>Name</b>	<b>Organisation</b>	<b>Type of organisation</b>	<b>Function among conservationist group</b>
CATON Chrystelle	Conservatoire des espaces naturels Rhône Alpes	NGO	Project leader
CAUX Sylvie	Conservatoire des sites naturels Bourguignons	NGO	Scientist
DAVID Michel	Syndicat mixte espaces littoraux de la Manche	Local authority	Ranger
DUFOR-SALVETTI Michèle	Parc national des Cevennes	GO	Secretary
DUMONT Jérôme	Réserve naturelle nationale estuaire de la Seine Natura 2000 site	NGO	Conservationist / Director of the natural reserve
FRANCOU Michel	Parc national des Ecrins	GO	Conservationist / Ranger
FRAPPA Fabrice	Conservatoire des espaces naturels Rhône Alpes	NGO	
GUILLERME Nicolas	Conseil Général de Loire Natura 2000 site	Local authority	Conservationist / Natura2000 site manager
LESAGE Jérôme	Association Hommes et Territoires Natura 2000 site	NGO	Natura2000 site manager
MADRID Nathalie	Agence des espaces Verts de la Région Île de France Natura 2000 site	Local authority	Project leader
MAZZEO Isabelle	DAFE Nouvelle Calédonie	Local authority	Project leader on marine sites
MONCENIS Annick	Parc national des Cévennes	GO	Information center officer
SERAILLE Juliette	Syndicat mixte des étangs littoraux Natura 2000 site	Local authority	Natura2000 site manager
TAJAN Nathalie	Commune de Lattes Natura 2000 site	Local authority	Public awareness officer