
PART FOUR

Collaboration and Conflict Management Between Regulators and the Regulated

Whether you work for a government agency, a private business, or a nonprofit organization, government policies affect your daily work. Regulations cover everything from wages and

working conditions to product safety, fairness in advertising, and environmental effects of the manufacturing process. Many nonprofits rely on government funds to carry out their work and as a result are open to public and governmental scrutiny as to how they spend those funds and the results achieved.

Relationships between regulators and members of regulated communities have historically been adversarial but that serves no one well. Instead, regulators and those they regulate can accomplish the best results possible for all sides by working collaboratively to craft rules and regulations that are practical, effective, and implementable. When problems arise, collaborative relationships allow regulators to reach out to business and the nonprofit community to work together to enhance compliance or fix problems of noncompliance as quickly as possible. The chapters in this part provide insights into the unique relationships that exist between regulators and those they regulate.

Chapter Eleven examines innovative processes and techniques used for collaboration among regulators, the business community, and the public at large. Through the use of transparent, participatory, and collaborative processes, public trust in government can be increased and can improve the ability of regulators to safeguard the public interest.

How often do you attend large-group meetings? All managers need the ability to effectively design and lead large-group meetings. For public sector managers these may include public meetings needed to meet rule-making requirements. For those in the private or nonprofit sectors these may include meetings of the board of director or shareholder meetings. Even regular staff meetings can be made more effective through an application of the skills and recommendations contained in Chapter Twelve.