

### **Conference Schedule and Sessions**

as of October 1, 2019
Certification Maintenance Credits Pending Approval

### **TUESDAY, OCTOBER 15, 2019**

Greater Tacoma Convention Center

4:00 pm - 7:00 pm • 407
WA APA Board of Directors Meeting

6:15 pm - 9:15 pm • 405 Short Course on Local Planning

### **WEDNESDAY, OCTOBER 16, 2019**

Greater Tacoma Convention Center

7:00 am - 800 am • REGISTRATION, EXHIBITS & NETWORKING

8:00 am - 9:30 am
Opening General Session

Speaker: Ali Modarres, Director, Urban Studies, University of Washington - Tacoma

9:30 am - 9:45 am • BREAK & EXHIBITS

9:45 am - 11:00 am

### Actions Speak Louder than Policies • 1.25 CM

**Speakers:** Chris Comeau, AICP, CTP, City of Bellingham • Josh Diekmann, P.E. PTOE, Tacoma Public Works • Brian Wood, Washington State Department of Transportation • Steve Durrant, FASLA, Alta Planning + Design

Writing active transportation plans and policies is important to establish a desired path to follow, but without strategic funding to implement projects, plans and policies won't become reality. Bellingham, Tacoma, and WSDOT have developed plans and reliable funding sources for project implementation to transform vision to reality over time.

### KeyArena: Renovating a Landmark • 1.25 CM

**Speakers:** Rob Johnson, NHL Seattle • Julia Levitt, City of Seattle • Elizabeth Sheldon, SDOT • Ariel Davis, AICP, Fehr & Peers

Panelists from NHL Seattle, Seattle DOT, and Seattle Center will share their experiences shepherding the KeyArena renovation from the earliest planning stages to breaking ground, managing intense public interest and an aggressive schedule along the way.

## Planning as Economic Development • 1.25 CM Speakers:

Information coming soon!

### Thinking Big: Preparing for Micromobility • 1.25 CM

**Speaker:** Sarah Saviskas, AICP, Fehr & Peers • Kimberly Scrivner, City of Kirkland • Jennifer Kammerzell, City of Tacoma • Andrew Glass Hastings, Remix

This session will identify key national trends in micromobility and local lessons learned from the public and private sector. Tacoma will offer lessons from implementing bike and scooter share. Kirkland will discuss implementation in a small town and navigating a skeptical Council. Remix will discuss efficient and meaningful data.

### Hitting the Road to Washington's Future • 1.25 CM

**Speakers:** Joseph Tovar, FAICP, Tovar Planning • Yorik Stevens-Wajda, AICP, APA Washington Legislative Committee Co-Chair • Carl Schroeder, Association of Washington Cities • Dave Andersen, AICP, Washington Department of Commerce

Audience members will learn about the ideas and opinions expressed by the 1500 participants in the *Road Map* process, hear about best practices and planning successes stories across the state being achieved within the existing planning system, and hear varying ideas for legislative proposals to inform the APA Washington Chapter legislative committee's activities.

### 10:00 am - 12:30 pm

## MOBILE WORKSHOP - Foss Waterway, University of Tacoma, Brewery District Subarea Plan Walking Tour • 2.5 CM • Meet at the conference registration desk

Speaker: Ian Munce, AICP, City of Tacoma • Elliott Barnett, City of Tacoma

Walk through the ever expanding UWT campus along the rails to trails Prairie Line Trail to the Thea Foss mixed use waterfront (a superfund clean-up site) and on to the Freighthouse Square Transit Complex/new TOD developments. Then ride the Tacoma LINK back to UWT/Brewery district and finish in the old Heidelberg Brewery (now the home of the Seven Seas Brewery). Conversation about the role of SEPA Planned Actions and the benefits of multiple partnerships.

11:00 am - 11:15 am • BREAK & EXHIBITS

11:15 am - 12:30 pm

### Challenges to Reimagining: When Local Governments become Land Developers · 1.25 CM

Speakers: Joseph Scorcio, AICP • Steve Pilcher, AICP, City of SeaTac • Moira Bradshaw

Attendees will learn professional practices, techniques, processes and issues from real examples. They will learn about the economic, political and practical considerations of hands-on community development and urban redevelopment. They will engage in the discussion of the ethical balance facing AICP members in these situations.

### Missing Middle Messes and Successes • 1.25 CM

**Speakers:** Melissa Shumake, AICP, City of Walla Walla • Joyce Phillips, AICP, City of Olympia • Anne Fritzel, AICP, Growth Management Services

The panel will focus on how to achieve increased density with "missing middle" housing types via zoning reforms. Panel discussion will include compare and contrast examples of Walla Walla and Olympia's processes as they worked through these zoning reforms with varying levels of success. Topics during the panel discussion will include research, public involvement, implementation, and next steps. PowerPoint accompanying panel discussion will include visuals of missing middle housing types in Olympia and Walla Walla and how they mesh into existing single-family home neighborhoods. Handouts will include a "Zoning Change FAQ" that Walla Walla published after their code change was enacted. Panel will include suggestions about how planners can use the experiences of Walla Walla and Olympia to pass zoning code changes to meet Washington State Bill E2SHB 1923 that provides grant funding and protects against appeals in order to

increase the supply of affordable housing. Attendees will leave the panel session empowered to bring zoning code reform for missing middle housing to their jurisdictions.

### Addressing Sea Level Rise in Coastal Planning for Washington State • 1.25 CM

**Speakers:** Nicole Faghin, Washington Sea Grant • Lara Whitely Binder, King County • Beverly Mesa-Zendt, AICP, Island County • Stephen Atkinson, City of Tacoma • Meredith Penny, Island County

Washington coastal communities are experiencing increasing flooding impacts. Projections for future conditions indicate the impacts from storm surge will only be exacerbated with increasing sea levels. In response, local governments are looking for ways to use both regulatory and non-regulatory approaches to manage land uses and adapt to address future impacts. Three communities, Tacoma, King and Island County, will share in this session approaches they are exploring that would incorporate best management practices, consider coastal hazard zones, and determine how to incorporate sea level rises into comprehensive plans, shoreline master programs, capital facilities planning and other regulatory tools affecting uses of land in these coastal areas. The session will begin with an overview and explanation of localized sea level rise projections for Washington state, a description of approaches from other states and jurisdictions, and an explanation of ideas being considered by Tacoma, King and Island County.

Just Data: Mapping for Equity and Inclusion • 1.25 CM Speakers:

Information coming soon!

11:15 am - 1:00 pm

# The Latest in APA Legislative Advocacy and Update on Recent Laws Impacting Planning in Washington State • 1.25 CM LAW

**Speakers:** Yorik Steven-Wajda, AICP • Esther Larsen, J.D. • Michael Shaw, J.D. • Catherine Hinshaw, B.A., American Planning Association

The session will provide an update on state legislation that was passed in 2019, with a focus on tools that planners can use locally; a preview of the 2020 session; an overview of APA's national and state advocacy approach, tools, and activities; and an opportunity to help shape those efforts.

12:45 pm - 2:00 pm • KEYNOTE LUNCH

2:15 pm - 3:30 pm

Urban Alchemy: Placemaking from Scratch • 1.25 CM

Speakers: Jeff Arango, AICP, Framework • Lesley Bain, FAIA, Framework

Placemaking is easy enough when there is good urban fabric. But what do you do in the neglected spaces, the urban "ugly ducklings?" Jeff Arango will talk about several examples of placemaking in challenging locations, including Colonial Plaza in Lakewood and streets and alleys in Seattle neighborhoods. Like many newer cities, Lakewood lacks the historic "main street" that supports pedestrian places with strong character. Underutilized Motor Avenue offered a promising location to create a walkable node for the city. Construction was completed in 2019, with art currently being designed. Framework has been instrumental in rethinking the use of alleys, including Nord Alley in Pioneer Square, Canton Alley in Chinatown, and Neighbours Alley in Capitol Hill. Each of these have different cultural contexts and stewards, which have affected the planning and design.

Housing Action Plans: Strategies for Affordability • 1.25 CM Speakers:

Information coming soon!

### The Curb is a Place Too • 1.25 CM

**Speakers:** Kendra Breiland, AICP, Fehr & Peers • Mike Estey, SDOT • Sloan Dawson, Sound Transit • Calder Gillin, Walker Macy

Reallocating curb space from on-street parking to other uses can be deeply controversial due to competing demands. Representatives from the City of Seattle, Sound Transit, and an urban design consultancy will discuss their perspectives on the best ways to leverage the curb to create better communities and strong places!

### Safe Routes to Equity (and Schools!) • 1.25 CM

**Speakers:** Emily Alice Gerhart, AICP, Fehr & Peers • Katie Baker, AICP, City of Puyallup • Carrie Wilhelme, City of Tacoma • Brian Devereux, Puyallup School District

This session will explore how two citywide Safe Routes to School Plans were shaped through the lens of equity. Panelists representing the City of Puyallup, Puyallup School District, and City of Tacoma will describe efforts in their communities and contrast the effectiveness of methods used to engage the community, promote transportation safety, and next steps for plan implementation.

### The Power of Storytelling • 1.25 CM

Speaker: Kristina Cerise

We're going to spend this session talking about: • Why stories work better than other ways of delivering information; • Story ingredients and different recipes for mixing those ingredients together; • Tricks for making the most of data pictures to support your stories; and • How to work with (or around) the biased stories our brains tell themselves.

### 2:15 pm - 5:00 pm

# MOBILE WORKSHOP - Pt. Ruston Mixed Use Center and Dune Peninsula Park Superfund Site Redevelopment • 2 CM

Meet at the conference registration desk Speaker: Lisa Spadoni, City of Tacoma

Pt. Ruston Mixed Use Center and Dune Peninsula Park Superfund Site Redevelopment: This mobile workshop will explore the complex process and successes of the redevelopment of the ASARCO cooper smelter superfund site. Located on the waterfront with shared jurisdictional boundaries between the City of Tacoma and the City of Ruston, the site has been transformed through a public private partnership into the Pt. Ruston Mixed Use Center and Dune Peninsula Park. The tour will illustrate how Federal, State and local agencies partnered to create a destination to live, eat and recreate on the shores of Puget Sound.

3:30 pm - 3:45 pm • BREAK & EXHIBITS

3:45 pm - 5:15 pm

### Downtown Economic Development: A Holistic Approach • 1.25 CM

Speakers: Radhika Nair, BERK • Andrew Bjorn, Ph.D., AICP, BERK • Tom Utterback, AICP, City of Puyallup

Cities across the region are interested in economic development strategies that can bring in inclusive job growth and prosperity. In this session, we will learn about an approach to economic development that considers strategic investments and policy changes that cities can make to spur growth and development. A case study of economic development planning for Puyallup Downtown will be presented. Planners from the project team, and the City of Puyallup, will share reflections on City actions around implementation and community buy-in.

### Market Incentives for Affordable Housing Production • 1.25 CM

**Speakers:** Kevin Ramsey, Ph.D., BERK • Andrew Bjorn, Ph.D., AICP, BERK • Brian Boudet, AICP, City of Tacoma • Sarah Stiteler, AICP, City of Redmond • Janet Lewine, AICP, City of Bellevue

How do you evaluate the potential impacts of housing policies designed to encourage or require market-rate housing developers to provide income-restricted affordable units? What can we learn from communities that have already experimented with these policies? Hear from panelists representing Bellevue, Redmond, Tacoma, and BERK Consulting.

### Collaboration for Clean Water in Clark County • 1.25 CM

**Speakers:** Amelia Johnson, Lower Columbia Fish Recovery Board • Katie Blauvelt, PC Trask & Associates • Devan Rostorfer, Washington State Department of Ecology

In this session, attendees of the Washington APA conference will learn:

- How LCFRB is planning for salmon recovery, and what LCFRB is learning about Recovery Plan implementation in the EFLR. LCFRB will also highlight how watershed-level program evaluation and the adaptive management process impacts regional planning.
- PC Trask and Associates will highlight key results from the Recovery Plan Review, which is answering questions
  about land-use and landcover change, what has been implemented, what has been accomplished, and what
  challenges partners face.
- Department of Ecology will describe how the East Fork Lewis River Source Assessment and Partnership are aligning water quality and salmon recovery goals, to foster new programs, projects, and collaboration in the watershed to address water quality and salmon recovery challenges.
- This session will conclude with lessons learned, early successes, and next steps for salmon recovery and water quality.

### Empowering People in Changing Communities • 1.25 CM

**Speakers:** Gabriel Silberblatt, BDS Planning & Urban Design • Carol Wolfe, City of Tacoma • Venus Dean-Bullinger, Sound Outreach • Kiara Daniels • James Black

Gentrification and displacement of residents are key issues facing communities as they grow and change, particularly for immigrants, refugees and communities of color. Learn from the City of Tacoma, Tacoma residents and service providers on how planners can authentically engage communities in conversations about how to preserve the essence of place – culture, community and people – through a case study on a recent City initiative aimed at identifying pathways to economic empowerment for local residents whose cultural home is changing rapidly. Participants will hear through a panel discussion and a question and answer period with audience participation about best practices in engaging diverse communities in development of policies to push systemic change. Moderated by BDS Planning & Urban Design, the consultant contracted to plan and coordinate the community engagement, as well as produce the final report, this panel will discuss the project goals, outcomes, and engagement methods used to ensure that community voice was included and reflected the full diversity of current and former residents of the neighborhood, and was blended with input from subject-matter experts.

### Street Smarts: Making Community Street Closure Permits Easy • 1.25 CM

Speakers: Benjamin de la Pena, SDOT • Alyse Nelson, AICP, SDOT • Greta Hartstrom, SDOT • Casey Rogers, SDOT

Learn how Seattle is using *Lean Process Improvement* principles to innovate and streamline permitting for community-oriented events in the public right-of-way. We will highlight ways to bring *Lean* into your process improvements and how we're improving equitable outcomes and developing tools for our staff, applicants, and the public alike.

**5:00 pm – 6:30 pm •** RECEPTION AT WASHINGTON STATE HISTORY MUSEUM • 1911 Pacific Ave, Tacoma, WA 98402

**6:30 pm •** PUB CRAWL – Maps available at registration

### **THURSDAY, OCTOBER 17, 2019**

Greater Tacoma Convention Center

8:00 am - 9:00 am • REGISTRATION & NETWORKING

9:00 am - 10:15 am

### Just Build it Already • 1.25 CM

**Speakers:** Dongho Chang PE, PTOE, City of Seattle • Franz Loewenherz, City of Bellevue • Kenneth Loen AICP, PE, ENV SP, Toole Design • Katie Knapp de Orvañanos, Toole Design

Don't be left behind! A growing number of communities in Washington State are using rapid implementation to quickly improve their community and address their transportation goals in tangible, real ways. Join this session to explore best practices and lesson learned from local and international rapid implementation bicycle projects.

# Creating and Revitalizing Small City Downtowns • 1.25 CM Speakers:

Information coming soon!

### SEPA: Effects on Sustainable Growth • 1.25 CM

**Speakers:** Scott Bonjukian, AICP, MAKERS architecture and urban design • Geoffrey Wentlandt, City of Seattle • Clara Park, VanNess Feldman • Bryce Yadon, Futurewise • Rep. Joe Fitzgibbon

Learn about the legal and policy considerations, and then share the SEPA experience from your community. We anticipate a hearty discussion with the audience, and we hope to share stories, local experiences and lessons, and ideas for improving the regulatory environment from multiple angles.

### Youth in Force: Engage Now! • 1.25 CM

**Speakers:** Shane Hope, AICP, City of Edmonds • Ian Crozier, LEED Green Associate, MAKERS architecture and urban design • Maggie Moore, Puget Sound Regional Council, Stephanie Velasco, City of Seattle

Engaging young people now in vital planning issues, including housing, is the focus of this session. Attendees will learn about the use of several tools, including an innovative graphic novel, classroom exercises, youth commissions, online learning, and new high school civics opportunities.

### Planning for Wildlife & Climate Resilience • 1.25 CM

**Speakers:** Marnie Boardman, MPH, Washington State Department of Health • Lauren Freelander, Washington State Department of Health • Dr. Julie Fox, Washington Department of Health • Allison Williams, City of Wenatchee • Rad Cunningham, MPH, MPA, Washington State Department of Health

Participants in this workshop will: explore the wildland-urban interface and its rise over recent years; learn about new planning tools, understand how they can be incorporated into plans and policies to reduce health impacts of wildfires and smoke in the short term, shape more climate-resilient communities in the long term; and hear how communities are successfully applying some of these tools today.

### 10:00 am - 12:00 pm

## MOBILE WORKSHOP – Downtown Historic Preservation Lessons Learned Walking Tour • 2 CM Meet at the conference registration desk

**Speakers:** Lauren Hoogkamer, City of Tacoma • Elliott Barnett, City of Tacoma • Rebecca Solverson, City of Tacoma • John Burkhardt, University of Washington – Tacoma • Scott Painter, Tacoma Arts Live • George Signori, Ankrom Moisan-McMenamins Elks Lodge • Guion Rosenzweig, Surge Tacoma

Downtown Historic Preservation Lessons Learned: walking tour: This free walking tour will showcase how preservation efforts have contributed to the revitalization of Tacoma's historic downtown. Learn about how the combination of arts, education, public and private partnerships, historic interpretation and pedestrian friendly transit-oriented development

shaped downtown. Case studies include the University of Washington Tacoma campus, Tacoma Arts Live, the Prairie Line Trail, Elks McMenamins, and Old City Hall.

10:15 am - 10:45 am • BREAK & EXHIBITS

10:30 am - 12:15 pm

### HB 1923: New Housing Tools for Washington Cities • 1.5 CM LAW

**Speakers:** Nisma Gabobe, Sightline Institute • Bryce Yadon, Futurewise • Bob Bengford, AICP, MAKERS architecture and urban design • David Andersen, AICP, Washington Department of Commerce • Ian Crozier, MAKERS architecture and urban design

HB 1923 encourages WA cities to increase residential building capacity. The law created \$5 million in grant funding to defray associated costs. This panel will help city planners better understand the rationale, implementation, and practical outcomes of HB 1923, with examples of different cities that have adopted similar actions.

#### Ethics - A Game Show! • 1.5 CM ETHICS

**Speakers:** Karen Wolf, FAICP, King County • Steve Butler, FAICP, MRSC • Paul Inghram, AICP, Puget Sound Regional Council

Learn about current topics in planning ethics and test your knowledge with the Ethics Game Show! - a fast-paced and challenging guiz to assess your understanding of the Code of Ethics, the case studies, and historical planning figures.

### 10:45 am - 12:00 pm

### Community/University Partnerships for Sustainable Futures • 1.25 CM

**Speakers:** Dr. Tammi Laninga, AICP, Western Washington University • Lindsey MacDonald, Western Washington University • Nick Schmeck, Western Washington University • Cora Bern-Klug, Western Washington University • Andrew Randall, Western Washington University

The session discusses WWU's Sustainable Community Partnership (SCP) and the projects urban planning and environmental studies students and faculty have participated in across western Washington. The educational objective is to inform attendees about the power of partnering with universities to address planning issues, especially when the community is lacking capacity or financial resources. By working together, both universities and communities' benefit. During the presentation, we highlight the process, deliverables, outcomes and tangible benefits for all those involved, and the implications these partnerships have for shaping thriving communities. Project examples we will share include community revitalization, urban design, and zoning revisions, among others. We will also showcase both the power of experiential education in the planning field and illustrate the critical role of coordinating entities such as the SCP in identifying and connecting faculty and students with communities seeking assistance. Finally, we will reflect on the importance of student engagement with planning professionals, showing how interactions with professionals lead to internships, professional development opportunities, jobs and more. Audience members should leave this session with a clear understanding of what Western's Sustainable Communities Partnership is, why university/community partnerships are valuable, and the tangible impacts they have for all those involved.

### A Step Beyond the Infrastructure: Promoting Multimodal Transportation • 1.25 CM

**Speakers:** Cailin Henley, Alta Planning and Design • Julie Burrell, King County • Hannah Faires, King County • Jennifer Kammerzell, City of Tacoma

Have you wanted to take the bus or bike to work but weren't sure the route or how to pay for bus fare? Hear about encouragement programs from King County Metro (In Motion, SchoolPool) and the City of Tacoma (In Motion) and how they're helping residents explore their transportation options.

### A Tale of Two Cities: The Best of Visualizations and the Worst of Visualizations • 1.25 CM

**Speakers:** Stacy Meyers, City of Redmond • Nick Entinger, City of Redmond • Janet Lee, King County • Josh Mueller, City of Redmond

There's a data visualization revolution happening. Recent advances in technology have made it easier, faster, and in many ways – harder – to communicate proposed plans, policies and actions. Learn from a panel of experts in natural resources, land use, transportation and housing on best -- and worst! – practices.

### 12:15 pm - 1:30 pm • AWARDS LUNCH

### 1:45 pm - 3:00 pm

### Understanding Liability Protections and Brownfield Redevelopment • 1.25 CM

**Speakers:** Ali Furmall, PG, LHG, WA State Dept. of Ecology • Susan Morales, Environmental Protection Agency • Tina Hochwender, Department of Commerce • Margo Thompson, WA State Dept. of Ecology

This session will introduce planners to concepts related to State and Federal liability for environmental cleanup and how it may affect property transactions and redevelopment of brownfields. The session will also provide an overview of resources available to help local governments and non-profits prepare brownfields for redevelopment.

### Creative Placemaking: Encouraging Public Art in the Private Domain • 1.25 CM

**Speakers:** Brad Machat, LMC • Chris Weber, City of Redmond • Janet Lee, King County • Carolyn Hope, City of Redmond

During this session, the panelists will summarize Redmond's and other cities' experiences working with private developers to produce public art. The panel will describe challenges with regulating public art commissioned by private developers such as: circumstances for incorporating public art, quantifying sufficient investments in public art, and evaluating the appropriate amount of review of public art proposals.

#### Rock Down to Electric Avenue • 1.25 CM

**Speakers:** Andrea Pratt, City of Seattle • Andrea DeWees, Seattle City Light • Radcliffe Dacanay, City of Seattle • Carrie Lee, King County

This panel will share a wide array of strategies and investments in and around Seattle to meet this goal. This panel is composed of local experts making headways towards transportation electrification including municipal fleets, transit, new mobility, urban freight, TNCs, and personal vehicles. They will discuss their body of work, how they formed meaningful partnerships, success metrics, legal considerations, challenges, and lessons learned.

### 3:00 pm - 3:30 pm • BREAK & EXHIBITS

### 3:30 pm - 4:45 pm

### Wayfinding through Implementation: How to Get Signs in the Ground • 1.25 CM

**Speakers:** Victoria Kovacs, AICP, VIA Architecture • Jennifer Campos, City of Vancouver • Dean Gunderson, City of Spokane • Chris Comeau, AICP-CTP, City of Bellingham

Wayfinding includes signs, maps, landmarks, and other navigational cues to help orient and direct people to places. Wayfinding not only prevents becoming lost but can enrich understanding and identity of a place. Learn how to fund and implement wayfinding systems from successful programs in Vancouver, Spokane, and Bellingham.

### Planning Through the Lens of Art & Culture • 1.25 CM

Speakers: Lesley Bain, FAIA, Framework Cultural Placemaking • Matthew Richter, Seattle's Office of Arts & Culture •

As cities in our region feel the development boom, it is not just people being displaced. The cultural organizations that give heart and soul to neighborhoods are also being threatened with rising rents or demolition. What does planning look like through the lens of arts and culture?

Healthy Environments = Healthy People, Thriving Communities at a Regional Scale • 1.25 CM Speakers: Erika Harris, AICP, M.U.P., Puget Sound Regional Council • Maria Sandercock, M.S., M.U.P., WA Department of Ecology • Sean M. Watts, Ph.D., SM Watts Consulting, LLC • Tracy L. Stanton, M.P.P., Emerald Alliance for People, Nature and Community

This session will highlight the Regional Open Space Conservation Plan (ROSCP), a regional vision for prioritizing investment in the natural landscapes and open spaces that support thriving communities across central Puget Sound. It will highlight the fundamentals of inclusive, equitable community engagement to ensure that ALL residents are able to thrive in their communities and will include examples of the funding mechanisms available to pay for specific aspects of implementing the ROSCP.

### Watershed Councils - Nimble Models for Collaborative Community Engagement • 1.25 CM

**Speakers:** Justin S. Hall, Nisqually River Foundation • Barbara Ann Smolko, Pierce County • Krystal Kyer, Pierce County • Tom Kantz, PhD, Pierce County

Panel discussion on watershed councils as vehicle for community engagement in conservation of land and water resources. To includes four examples of watershed councils in the South Puget Sound, their varying governance structures, priorities, successes and challenges, funding models, participation, and roles for planners.

Communications: The Good, the Bad, and the Ugly • 1.25 CM

Speakers: Kate Elliott, Maul Foster • Charla Skaggs, Maul Foster

We all do communications of some form and many of us are even responsible for communicating with the public. Let's revisit the basics (the good) and provide a little group therapy. Bring your bad and ugly stories and we'll all learn a thing or two about communications best practices.