



# Emotion, Outrage And Public Participation



International Association  
for Public Participation

Alternate title: 'Who are these people and why are they yelling at me?'

Practitioners and designers of Public Participation programs (Community engagement) can often find themselves at the pointy end of community/stakeholder emotion and outrage. These experiences can hold up projects and leave the individuals and organisation reluctant to engage in the future. The result...nobody wins.

Peter Sandman, the internationally acclaimed risk communication/ outrage management specialist has joined forces with the International Association of Public Participation (IAP2) to develop a two day workshop that will;

- Increase your awareness of how outrage hinders public participation programs and how to plan for its management
- Demonstrate the difference between traditional 'risk' assessment and an 'outrage' assessment (*be able provide risk assessment from an outrage view point*)
- Enable participants to better understand outrage and its drivers (*being able to move from reacting to responding*)
- Provide the principles, approaches and strategies for dealing with emotion and outrage in public participation settings (*being able to respond to expected or unexpected outrage*)
- Allow you to practice applying the principles, strategies and approaches and prepare for upcoming challenges (*walk away with practical experience*)
- Deliver interactive/practical learning by an experienced practitioner supported by video presentations from Peter Sandman himself.

"...this course provided me with greater confidence in identifying what might trigger outrage, how I might prepare for this, how I might respond and where this fits into an engagement process."

## Accredited Trainer

Joel Levin is the Principal Consultant at Aha! Consulting and is an experienced Facilitator and Community Engagement Practitioner. He has worked across a range of sectors including: Federal, State and Local Government, Utilities, Aged Care, Arts, CALD, Consumer Protection, Disabilities, Education, Environment, Climate Change, Health, Human Services, Indigenous, Planning and Infrastructure, Sports and Recreation. Joel has a Diploma in Training and Assessment Systems and a Certificate in Public Participation with a background in Counselling and Management.



There are only 10 practitioners internationally who have qualified to deliver this course, Joel Levin is one 4 trainers in Australia that has achieved this accreditation.

### In-house training

Aha! Consulting can provide in-house training for your staff, saving your organisation 40% (\$5000\*) on the cost of attending a public course. Plus you get to work on your own engagement programs and initiatives in real time.

### Special offer for past clients of Aha! Consulting

Past clients of Aha! Consulting are being offered a further discount for training delivered before the June 30<sup>th</sup> 2010. This discount will deliver a saving of 48% (\$6000\*) on the cost of attending a public course.

**Course Costs include:** all learning materials, two days facilitation/training, pre-post course evaluation. The convenience of delivery at a venue and time that suits your staff and organisation. **Not included:** Venue, catering, equipment hire if required and transfer of copyright.

For more information on running an *in-house course* contact Aha! Consulting  
(08) 9443 9474, [info@ahaconsulting.net.au](mailto:info@ahaconsulting.net.au) or [www.ahaconsulting.net.au](http://www.ahaconsulting.net.au)

\*Saving based on minimum numbers of 10 people. ie: The more people the greater the savings