

Manage Conflict and High Emotion

Delivered by:



This TWO DAY course equips you to enhance quality engagement outcomes where stakeholders are emotional or outraged. It improves your practice and ability to support your clients during complex emotional situations. This course gives you six practical strategies for managing outrage, new behaviours you can apply immediately, new ways of thinking about and analysing outrage and strategies for planning and implementing engagement projects where people are outraged.

Aim

The aim of Manage Conflict and High Emotion is to enhance your ability to plan for and implement strategies to manage situations of high emotion and outrage in engagement.

Objectives

The objectives of this course are to:

- Link meaningful and best practices for public participation/engagement with outrage and emotion
- Identify the principles and concepts of both and how they can work together
- Explore the differences in the goals and ethics between public participation/engagement as practised by IAP2 and outrage management
- Develop a common understanding of the foundational concepts and definitions
- Apply strategies for assessing and addressing outrage and how to plan for it in your public participation/engagement program
- Identify your specific learning needs and the opportunity for more practice

Who should do this course?

This course is for any engagement professional dealing with tough issues and emotional situations. For people with a role in the design and delivery of engagement where emotion may run high and who want tools to help them and their organisation assess and address outrage in engagement.

Benefits

- Is full of practical strategies to mitigate or prevent outrage
- Is highly interactive, using case studies, multi-media content, discussion, personal reflection and application of strategies

This course will receive an IAP2 certificate and can be completed through Aha! Consulting by either:

- **In-house training** – we come to you when it suits your team
- **Collaborative in-house** – you join a number of our clients on a set day

Aha! Consulting

For more information or to make a booking

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