

# Strategies for Dealing with Opposition and Outrage in Public Participation



**2 DAY WORKSHOP**



**IAP2 accredited course**

Practitioners and designers of Public Participation programs (community engagement) can often find themselves at the pointy end of community emotion and stakeholder outrage. Left unmanaged, opposition and outrage can hold up projects or stop them in their tracks. Without proper strategies for working in this environment, organisations become reluctant to engage at all. The result ... everybody loses out!

Peter Sandman, 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:



- Demonstrate the difference between a traditional 'risk' assessment and an 'outrage' assessment
- Understand outrage, its drivers and how to conduct an outrage risk assessment
- Identify practical strategies for dealing with emotion and outrage in public participation settings
- Practice these strategies and apply them to current or planned engagement programs
- Utilise a stakeholder assessment tool that defines individual drivers and responses
- Explore 'in-room' strategies for managing outrage



## Workshop Facilitator | Joel Levin

Joel Levin is the principal consultant at Aha! Consulting and has over 20 years' experience working with or in a range of sectors (Indigenous, Human Services, Planning, State Government, CALD, Environment, Commerce, Sports and Recreation, Education, Local Government, Utilities, Waste Management, Arts, Aged Care, Health, Disabilities and Justice).

Working with corporates, government and community organisations alike, Joel's engagement and facilitation skills have seen the work of Aha! Consulting expand across Australia and Internationally.

*Joel is an IAP2 accredited trainer and ambassador.*

## Booking and information

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