

Strategies for Dealing with Opposition and Outrage in Public Participation

Can you effectively manage engagement processes where there is emotion and/or outrage?

Do your engagement plans include strategies for when people are outraged?

Can you unpick complex engagement situations to address high emotion and outrage?

This IAP2 two-day course, Strategies for Dealing with Opposition and Outrage in Public Participation, 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 & OBJECTIVES

Aim

The aim of Strategies for Dealing with Opposition and Outrage in Public Participation 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 practiced 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
- Express your specific learning needs and give you time to translate that into practice

Learning Outcome

By the end of this course you will be able to effectively plan for and implement strategies to manage opposition and outrage in your engagement practice.

Content

12 Factors of Outrage

Matching Engagement to Hazard and Outrage

Establishing the Foundation

Six Strategies for Reducing Outrage

Understanding Stakeholder Values, Needs and Motivations

Self-awareness and barriers in Outrage Management

Who should do this course?

This course is aimed at any engagement professional dealing with the tough issues facing our communities and stakeholders now and in the future. Anyone in organisations and communities facing complex challenges – from outreach coordinators to consultants and officials – would benefit by learning meaningful best practices to assess and address outrage in engagement practice.

Benefits

- Uses a personal journal to record reflections and insights
- Is highly interactive, using case studies, multi-media content, discussion, personal reflection, and application of strategies.



Trainer briefing March 2019

Learn more or register at iap2.org.au