

EMOTION, OUTRAGE AND PUBLIC PARTICIPATION

In 2008 Dr Peter Sandman invited the International Association for Public Participation (IAP2) to work with him to develop his life's work into a training program. Dr Sandman is a distinguished academic, educator and well respected advisor on risk communication. The course was developed to contain IAP2's particular perspective on the place of civic engagement in decision-making, communication and planning for situations in which communities of people find themselves outraged more than endangered.

Over the course of 2 days you will learn more about this perspective and how Dr Sandman and IAP2's perspectives have been fused together to deliver this unique and important training.

After taking this 2 day course, you will:

- Understand and learn how to identify outrage and its causes in public participation situations
- Have an increased awareness of how outrage hinders public participation programs, and how to plan for its management
- Understand the principles, approaches and strategies for dealing with emotion and outrage in public participation
- Practice applying the principles, strategies and approaches and prepare for upcoming challenges
- Video presentations from internationally acclaimed outrage management expert, Peter Sandman