



STRATEGIES FOR DEALING WITH OPPOSITION AND OUTRAGE IN PUBLIC PARTICIPATION (2-DAYS)

HOSTED BY: IAP2 USA INTERMOUNTAIN CHAPTER

MARCH 26-27, 2018

SALT LAKE CITY, UT

PUBLIC ANGER IS AN INCREASING FACT OF SOCIETY.

Growing global citizen outrage causes government gridlock, lawsuits, stopped projects, election losses, loss of time, money, and destroyed credibility. STRATEGIES FOR DEALING WITH OPPOSITION AND OUTRAGE IN PUBLIC PARTICIPATION, a recently updated workshop (Emotion Outrage EOP2), builds on IAP2's global best practices in public involvement and the work of Dr. Peter Sandman, a foremost researcher and expert in public outrage and risk communication. This course will help you move people from rage to reason and engage stakeholders in building consensus for better decisions. The workshop is a mix of lecture, video, small and large group discussion and authentic, real world exercises that give you the answers, tools and ability to prevent problems, manage the tough public issues that you face and keep your organization on track and moving forward.

"STRATEGIES"

THE PARTICIPATION COMPANY PRESENTS A 2-DAY WORKSHOP

WHEN YOU TAKE THIS COURSE YOU WILL

- Learn how to identify and access the root causes of public frustration, anger and outrage
- Understand 12 factors of citizen emotion and be better able to predict and prevent public anger
- Comprehend different strategies for the 4 kinds of risk communication
- Learn the 6 main ways to prevent or reduce public wrath, to make room for reason and allow effective public engagement to take place

YOU WILL LEARN:

- Strategies for managing public opposition
- How to manage outrage in public participation
- To use specific tools and techniques for working with the angriest people
- Stakeholder analysis and motivations
- How to remove the internal barriers to outrage management
- How to ask questions with value and empathy
- Who should do what—roles and responsibility
- How your own attitude impacts public and stakeholder anger



JOHN GODEC is an IAF Certified™ Professional Facilitator, a developer of both the IAP2 Foundations and Outrage courses and an assessor of new trainers for both. He's one of only four Master Certified Public Participation Professionals (MCP3). Godec has trained thousands of students, facilitated nearly 2000 meetings and managed as many complex global communication

and public projects and workshops. He is an adjunct professor at Indiana University School of Public and Environmental Affairs, and lectures at Arizona State University, the Universities of Texas, Arizona and Denver, and the Queensland University of Technology in Brisbane. Godec is the past Communications Director of the Arizona Department of Environmental Quality and the former Director of Issues and Crisis Management for Motorola Corporation.

THE INTERNATIONAL ASSOCIATION FOR PUBLIC PARTICIPATION (IAP2)



Since 1990, IAP2 has been recognized as the premier public involvement authority and professional organization. With membership throughout global democracies, dedicated and seasoned practitioners have trained thousands to work with the public effectively. www.iap2.org



SCOTTSDALE - WASHINGTON D.C.

BECAUSE WE'RE EVEN BETTER TOGETHER

FOR MORE INFORMATION

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Call (720) 237-9175

www.TheParticipationCompany.com



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SALT LAKE CITY, UTAH

MARCH 26-27, 2018

8:30AM - 4:30PM

HOSTED BY: IAP2 USA Intermountain Chapter

LOCATION: Calvin Rampton Complex, 4501 South 2700 West, West Valley City, UT 84119

"STRATEGIES"

PRESENTED BY THE PARTICIPATION COMPANY, TRAINER: JOHN GODEC

NAME _____

ORGANIZATION _____

DEPT (If Applicable) _____

TITLE _____

ADDRESS _____

CITY/STATE/ZIP _____

PHONE _____ MOBILE _____

EMAIL _____



EARLY BIRD REGISTRATION DEADLINE:

February 16, 2018

LAST DAY TO REGISTER

March 14, 2018

TRAVELERS

We recommend you do not confirm non-refundable travel until you receive our training confirmation email which is provided on February 23rd.

REGISTRATION

One registration form per person.

REGULAR PRICING
(After 2/16/18)

EARLY BIRD PRICING
(Through 2/16/18)

*MEMBER DISCOUNT
Expires 2/16/18

Strategies for Dealing With Opposition and Outrage (Mon-Tue, 2-Days) **CM I 12**

\$770

\$720

(\$40)

*MEMBER DISCOUNTS - PROVIDE YOUR MEMBER ID # _____ CHECK APPROPRIATE BOX: AICP IAP2 USA ICMA NCDD

METHODS TO REGISTER

- 1) ONLINE REGISTRATION: <https://form.jotform.us/72617069379165>
- 2) E-MAIL: melissa@TheParticipationCompany.com
Complete form and Payment method Send Check Request Invoice (Payable On-Line)
- 3) MAIL THIS FORM & PAYMENT: The Participation Company, 6732 Zinnia Street, Arvada, CO 80004

QUESTIONS Email: melissa@TheParticipationCompany.com. Call (720) 237-9175

Checks and money orders should be made payable to THE PARTICIPATION COMPANY. All payments must be in US Dollars. Full payment must be received to complete the registration process.

CANCELS, SUBSTITUTES, TRANSFERS

REFUNDS are not available for cancellations made after February 24th.

View the [detailed policy](#), other options, and related fees.

Request AICP CM



Certification Maintenance