



Strategies for Dealing with Opposition & Outrage in P2

(formerly *Emotion, Outrage & P2*)

Coming to Calgary
November 16 & 17, 2017

The world has changed since IAP2 first rolled out the course – *Emotion, Outrage & P2* a few years ago. Global polls find people are more suspicious and distrustful of large institutions, including government, business, media and even large non-governmental organizations. Angry people can't represent their interests very well in participative processes, and ignoring their emotions isn't productive.

IAP2 has expanded and refreshed the course material and renamed it – **Strategies for Dealing with Opposition and Outrage in Public Participation** with the intention of better meeting today's practitioners' needs for information and skill building. This 2-day session will help people understand the human behavior and emotional intelligence of working with angry and cynical people and why doing so is foundational to the P2 practice.

This course brings together the collective knowledge and experience of outrage management as taught by Dr. Peter Sandman, and public participation as practiced by IAP2. The course is highly interactive and uses a range of methods including: case studies, video clips, tools and techniques used in public participation, time for personal reflection, group discussion, and application of strategies.

This 2-day course will help you to build your skills for dealing with opposition and outrage by demonstrating:

- ♦ a new way to think about and analyze outrage
- ♦ how and why certain common factors contribute to outrage
- ♦ the link between public participation and outrage management
- ♦ six strategies for assessing, addressing and managing outrage
- ♦ how to apply the principles & strategies as you develop your P2 approach

About the Trainer

Gale Simpson is an independent consultant out of Calgary AB, who specializes in public participation. Through her company gWhiz Consulting Ltd., Gale has developed and managed projects for municipalities, other levels of government, the private sector, and not for profits. She has lots of experience to share about dealing with outrage in public participation. Gale has been a licensed trainer for this course since it was first introduced in 2009. She has trained across Canada, in the USA and Australia.



TO REGISTER

www.canadiantrainerscollective.ca

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REGISTRATION

Use one of the following options to send this registration form with payment :

EMAIL: cdntrainerscollective@shaw.ca

FAX: 403-281-8945

MAIL:

Canadian Trainers Collective
c/o Gay Robinson Consulting
163 Woodpark Circle SW
Calgary AB T2W 6G1

Course runs from 8:30 a.m. to 4:30 p.m.
Training location information will be provided with registration confirmation.

CANCELLATION

- No refunds will be provided for cancellations made less than three weeks prior to training.
- Cancellations made more than three weeks prior will be subject to a 10% cancellation fee.
- Participants must attend the full course in order to receive the certificate of attendance.
- The Canadian Trainers Collective reserves the right to cancel any course that does not have sufficient registration.

PAYMENT INFORMATION

Cheques and money orders must be made payable to: **Gay Robinson Consulting**. Credit card charges are processed through Gay Robinson Consulting and will be reflected as such on your statement. All payments will be processed in Canadian dollars. Full payment must be received prior to taking the course.



CANADIAN TRAINERS COLLECTIVE

2017 Registration Form

Strategies for Dealing with Opposition & Outrage in P2

PLEASE PRINT CLEARLY

NAME _____

ORGANIZATION _____

TITLE _____

ADDRESS _____

CITY _____ PROV/STATE _____ P/C (zip) _____

PHONE () _____ CELL PHONE () _____

EMAIL _____

NAME TO BE DISPLAYED ON CERTIFICATE IF DIFFERENT FROM ABOVE:

Location	Dates	Fee
Calgary	Nov. 16 & 17, 2017	\$800

GET A DISCOUNT

- An Early Bird discount of **5%** for registrations received before October 20, 2017.
- Group discounts are available for 3 or more registrations. Contact us by email for more details.

Course Fee	\$ 800.00
Discount ____% (-)	\$ _____
Subtotal	\$ _____
GST (5%)(+)	\$ _____
TOTAL OWING	\$ _____

CHEQUE OR MONEY ORDER

VISA

MASTER CARD

CARD #

EXPIRY (mm/yy)

CARDHOLDER NAME

CARDHOLDER SIGNATURE