



International Association  
for Public Participation



NEW Course Offering from IAP2

# Emotion, Outrage And Public Participation

## 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
- See video presentations from internationally acclaimed outrage management expert, Peter Sandman

**Your investment:      \$700USD for IAP2 members and \$750USD for non-IAP2 members**

All students will receive a certificate of attendance.

**Each program will be delivered by one of these experienced trainers:**

**Stephani Roy McCallum, Mary Hamel or John Godec**

**Stephani Roy McCallum** is based in Ottawa Canada and specializes in conflictual, emotional and controversial situations in public engagement situations. She views emotion and passion as an opportunity to effect meaningful change, and to engage people on the issues that are most important to them. She has worked across Canada, throughout the U.S.A., in Australia and Europe. Stephani was the 2008 International President of IAP2. She has worked on a wide range of complex issues, with diverse stakeholders including health care, climate change, land use, nuclear waste, contaminated sites and urban planning.

**Mary Hamel** is based in Madison, Wisconsin, USA and has spent more than 20 years as a full-time public participation practitioner and counsel within a state environmental and natural resources agency, working on a wide range of conservation and environmental issues including endangered species protection, forest management, contaminated site clean-up, siting controversial facilities, and recreational planning. Mary is a former member of IAP2's International Board of Directors, and was a developer of the IAP2 Certificate in Public Participation.

**John Godec** is based in Phoenix, Arizona, USA and has 20 years experience actively designing and managing public involvement projects (30 total years of communication experience) for environmental and natural resources, transportation, land use, urban and regional planning, facility siting, energy and managing highly contentious and polarized issues resolving public and other stakeholder conflicts and building consensus. John is a Certified Professional Facilitator®, serves on IAP2's International Board of Directors, and was a developer of the IAP2 Certificate in Public Participation.

## REGISTRATION FORM

### Register online at:

[www.iap2.org](http://www.iap2.org)

or return this form by fax to:

1-303-255-2382

### or mail to:

IAP2

13762 Colorado Blvd, Suite  
124-54

Thornton, CO, USA 80602

Email: [iap2hq@iap2.org](mailto:iap2hq@iap2.org)

### CANCELLATION:

No refunds will be provided for cancellations made 2 weeks before the course. Cancellations made prior to 2 weeks will be subject to a 10% cancellation fee.

Requests for substitutions will be considered on a case by case basis and should be made at least one week prior to the training.

IAP2 reserves the right to cancel any course that does not have sufficient registration.

All courses run 8:30-4:30 pm.

Locations will be advised to registrants.

If you would like to host this program in your city or organisation contact us.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

E-mail: \_\_\_\_\_

I am a member of IAP2     I am not a member (Join at [www.iap2.org](http://www.iap2.org))

### 2010 Dates and Locations

<b>USA</b>	<input type="checkbox"/> <b>Portland</b> Dec 7-8 (2009)	<input type="checkbox"/> <b>Las Vegas</b> Feb 4-5	<input type="checkbox"/> <b>Washington</b> April 8-9	<input type="checkbox"/> <b>San Francisco</b> August 11-12	<input type="checkbox"/> <b>Chicago</b> Oct 27-28	<b>Your Town</b> Your Dates
<b>Canada</b>	<input type="checkbox"/> <b>Calgary</b> March 25-26	<input type="checkbox"/> <b>Vancouver</b> April 21-22	<input type="checkbox"/> <b>Halifax</b> May 18-19	<input type="checkbox"/> <b>Ottawa</b> June 7-8	<input type="checkbox"/> <b>Whitehorse</b> Sept 1-2	<input type="checkbox"/> <b>Edmonton</b> Nov 15-16

### Payment Information

Check or Money Order (Checks and money orders must be made payable to IAP2)

Credit Card:     Visa     MasterCard

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Signature: \_\_\_\_\_