

Risk, Perception & Outrage: Planning for Community Engagement

Renewable energy infrastructure projects are tricky and complex, however the elements are mostly predictable, measurable, and manageable.

The real complexity often arises when you engage with the community, and their emotional responses can be misaligned with the identified risks.

The best course of action is to plan your community engagement in advance, and the first day of this course helps you to do that effectively, while the second day shows you how to deal with an outraged community in an honest, respectful and considered way, so you're well prepared should tensions arise.



Workshop designed for

- Project managers
- Development and construction managers
- Senior executives & CEOs
- Communications professionals
- Engagement and environmental professionals

What you'll get out of it

A thorough understanding of the factors that influence and affect perceptions amongst a community facing the prospect of a renewable energy project, along with an overview of regulatory requirements and a proven approach to effective engagement, moving closer to community acceptance.

Dates and locations

Courses are run across the country, throughout the year. Visit plancom.com.au/engaging-communities or scan the QR code for dates.



Training options and costs

Two day training costs

\$1,300 + GST per person. Discounts for three or more from one organisation.

Limited numbers to optimise experience

We've capped the course at 25 people as it's highly interactive, and this optimises the experience, so if you'd like to attend please let us know as soon as you can.

Highly tailored in-house training

We can come to your workplace and run a more convenient, cost-effective, highly tailored program specifically for you. Contact us for more details.



"The whole Development Team benefited from Margaret's expert knowledge of community engagement challenges, with skills they could use on all renewable projects."

ELIZABETH LOWE, COMMUNITY ENGAGEMENT LEAD,
IBERDROLA AUSTRALIA



"Building the skills and knowledge to turn stakeholder uncertainty, concern and even outrage into productive dialogue was the key takeaway for me. This is a solid course for government professionals of all levels who want to work respectfully with regional communities."

DAN BUTLER, MANAGER, STAKEHOLDER ENGAGEMENT AND SOCIAL LICENSE,
OFFICE OF HYDROGEN POWER SA.

Day One: Effective Planning for Engagement

Using the experience of the participants and a relevant case study we will explore:

- What is engagement and how to make it effective
- Who needs to be involved and ensuring our engagements are accessible
- Stakeholder involvement for all project stages
- Exploring guidelines and requirements of AEMO, Clean Energy Council, The Energy Charter, State Governments
- Application of the referenced models, i.e., establishing level of engagement using the International Association for Public Participation (IAP2) Spectrum.
- Working with and involving Indigenous people and their representatives
- Engagement resources that we might need
- Evaluating our success in engagement

Day Two: Working With Emotional or Outraged Individuals & Communities

- Exploring application of the best engagement methods for the situation and through the planning, construction and operations phases
- Exploring outrage and the components of outrage developed by Dr Peter Sandman
- Strategies to reduce outrage and encourage dialogue
- Listening skills, self-awareness and empathy
- Effective responses to communication from the community
- Working with communities around maximising the benefits
- Social license, what does it mean and how do we know when we have it
- Working with stakeholder values
- Methods and approaches that may reduce outrage

About the trainer

Margaret Harvie has been involved in community engagement for infrastructure projects for decades, and even helped to revise the core values of the IAP2.

She assisted the NSW Department of Planning, Housing and Infrastructure (DPHI) and the ACT government to develop guidelines for community engagement.

In the past 18 years over 2,000 professionals in Australia, New Zealand, UK, USA, Thailand, Singapore and Malaysia have benefited from her expertise and training programs. Now focussed on renewables, she's worked on wind, solar, battery and waste to energy projects all over the country, helping project developers and communities find common ground, and a path to a sustainable future.

Three years ago she decided to combine all of this knowledge into a renewable energy

training program, bringing her incomparable experience to the table, guiding you through the fundamentals in a course that is constantly updated with the latest best practice and findings from the engagement community at large.

Positions Held

- Member, Panel of Chairpersons, NSW DPHI Community Consultative Committees (CCCs)
- Chair, CCCs for wind, solar and transmission infrastructure
- Fellow IAP2, Trainer IAP2 Global Learning Pathway

Clients

Goldwind. Copenhagen Infrastructure Partners. AGL. Acciona. BJEI. Aula. Tilt Renewables. Ark Energy. Vestas. Energy Australia. Iberdrola. FRV. Spark Renewables. SA Office of Hydrogen Power.



"Delivered real insight into how to undertake community engagement, and helped me think strategically about how to plan and approach engagement in a way I hadn't considered."

ROB BECKETT, SENIOR PROJECT DEVELOPMENT
MANAGER, FRV



"The group exercises were well planned and timed, the workbook was clear and practical and Margaret's real-world examples and expertise grounded the learning in lived experience."

EMILY SIMS, STRATEGIC PLANNER,
URALLA SHIRE COUNCIL