
From the Selected Works of Neil Dufty

October 30, 2023

Calming Coastal Community Conflict: Using Negotiation with Stakeholder Engagement

Neil Dufty



Calming Coastal Community Conflict: Using Negotiation with Stakeholder Engagement

Neil Dufty, Water Technology Pty Ltd

Acknowledgement of Country

I would like to begin today by acknowledging the Traditional Custodians of the land on which we gather.

I recognise their continuing connection to land, waters and community.

I also pay my respect to Elders, both past and present, and I extend that respect to any First Nations peoples present today.



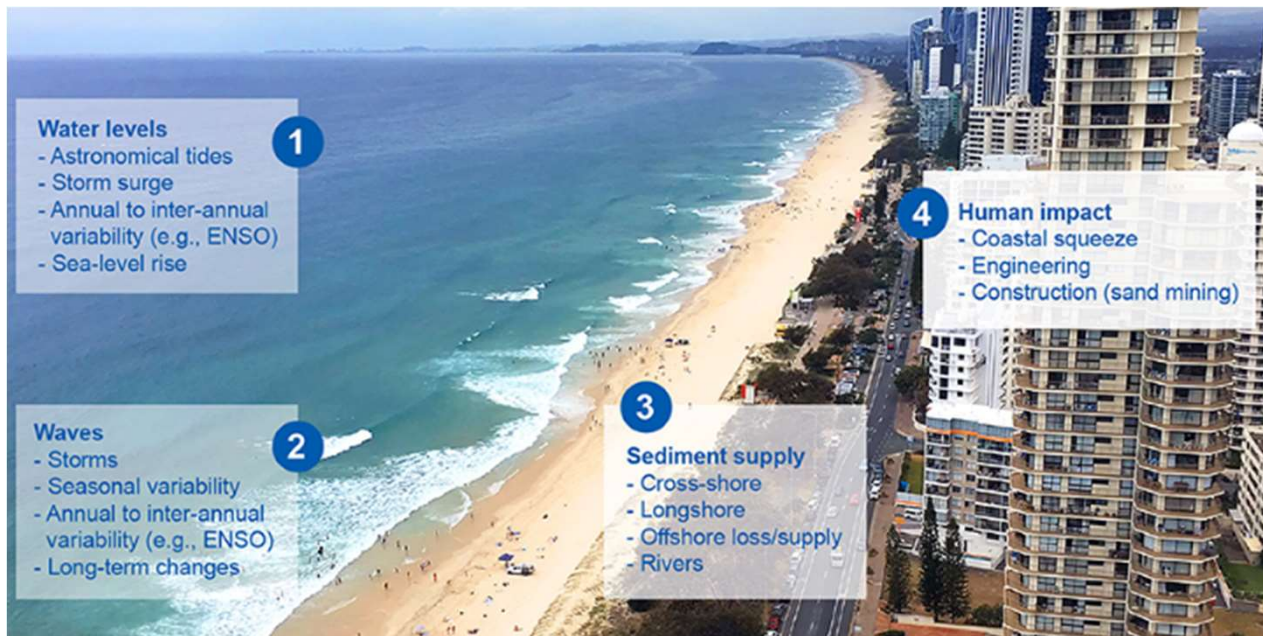
By Maurice Goolagong, 2023

Coastal living

- Over 80% of Australia's population living within 50 kms of the coastline
- There is intense usage of and pressure on the coastal zone environments



Contestable space



Coastal conflict

Causes

- Differing values
- Differing attitudes
- Various landuses
- Perceptions of the future
- Vested interests
- Inequalities
- Historic causes e.g. colonialism
- Governance

Impacts

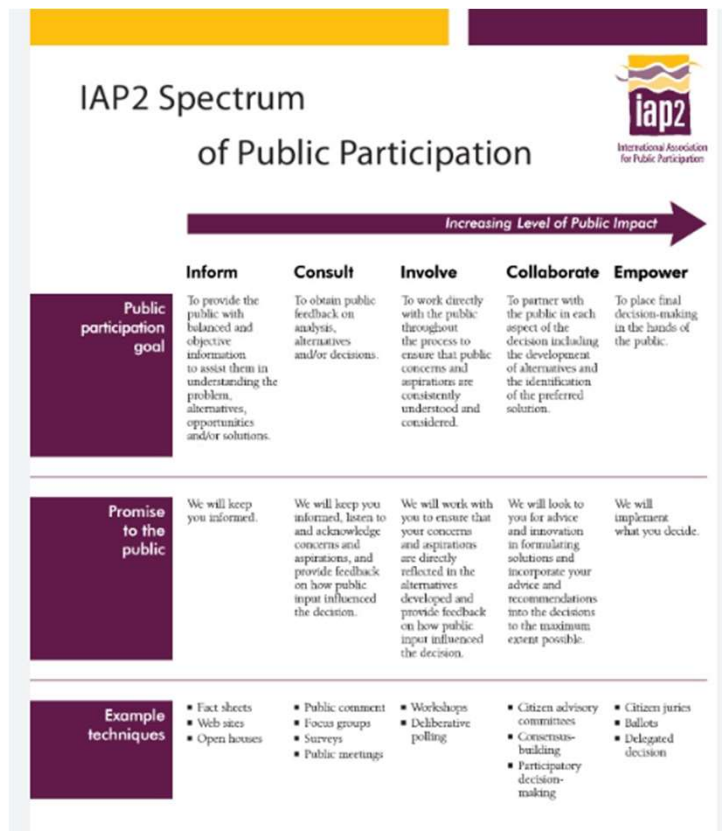
- Coastal degradation
- Unrest
- Protests
- Clashes
- Court cases
- Political intervention
- Misinformation
- Community schisms

Community interactions palette

- Community and stakeholder engagement
- Facilitation
- Education
- Communications
- Negotiation
- Mediation
- Event management
- Behaviour change programs
- Marketing
- Advertising



Limitations of engagement



Advancing the practice of public participation

Resources

Training

Training Calendar

Strategies for Dealing with Opposition & Outrage in P2

Share |

People around the world are more suspicious and **distrustful** of large institutions than ever before. Global populations have lost trust in government, business, media, and even non-governmental organizations. People who don't trust institutions often come to public processes upset, frustrated, and angry. Angry people can't represent their interests very well in participative processes. Ignoring their skepticism isn't productive. Neither is shouting over them or limiting how much they can participate.

Strong emotions and outrage can challenge public participation practitioners and decision-makers – and limit how communities can participate in public engagement processes. **Strategies for Dealing with Opposition and Outrage in Public Participation** will give you the right tools to help you work more effectively in this changing world.

Going far beyond just another conflict resolution training class, **Strategies for Dealing with Opposition and Outrage in Public Participation** helps you understand the human behavior and emotional intelligence of working with angry and cynical people in tough circumstances. Working with people, no matter what emotions they bring to the process, is foundational to the practice of public participation.

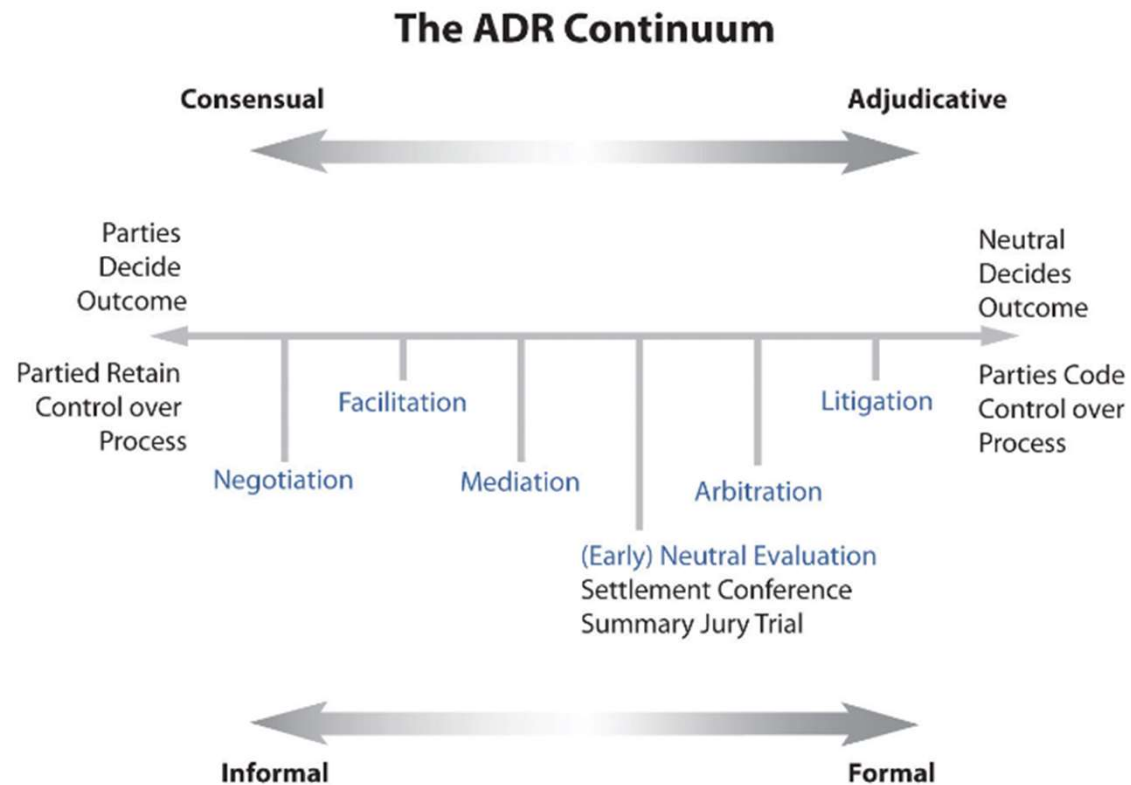
In these challenging times of environmental, health, cultural, economic, and social changes, **Strategies for Dealing with Opposition and Outrage in Public Participation** will enhance your practice and enable you to fully support your clients. The learning you take away from this course will equip you to enhance quality public participation outcomes where communities are emotional or outraged. This course will help you plan for and implement strategies you can use whenever emotions are strong. Upon completion, you will receive a certificate of completion from IAP2.

expert insight and practical solutions

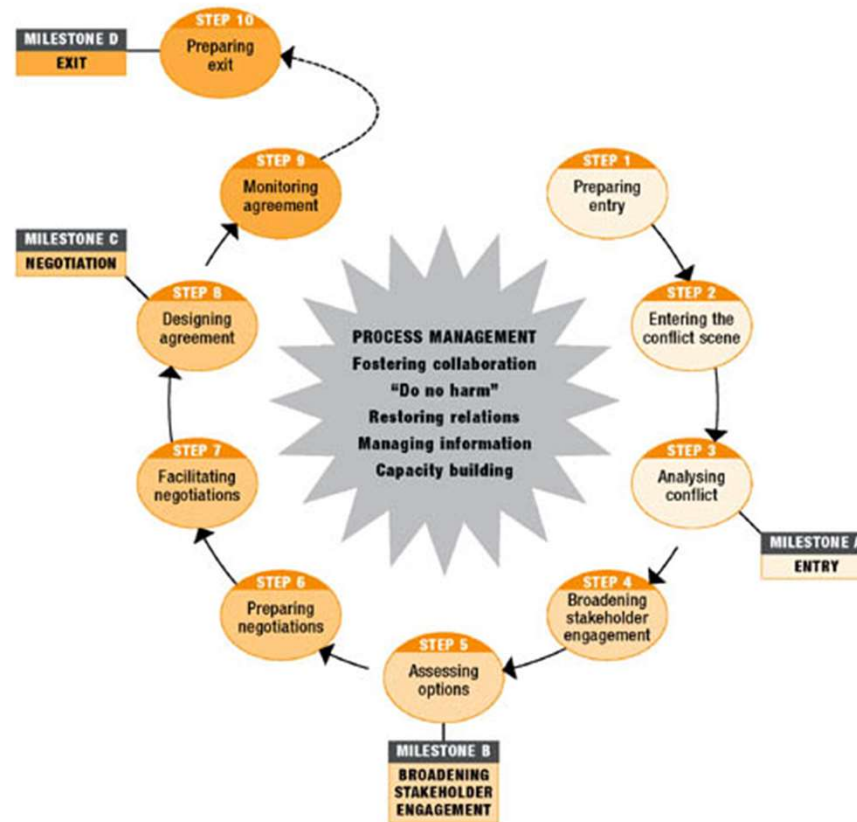
Negotiation



Consensual negotiation



Using negotiation and engagement



CASE STUDY 1



Coffs Harbour Intensive Horticulture Environmental Program (CHIEP) - The Process to Date

Jan 2021

- Started negotiations with industry groups

Feb-Mar
2021

- Workshopped with industry groups to develop a concept for a potential environmental program (CHIEP)

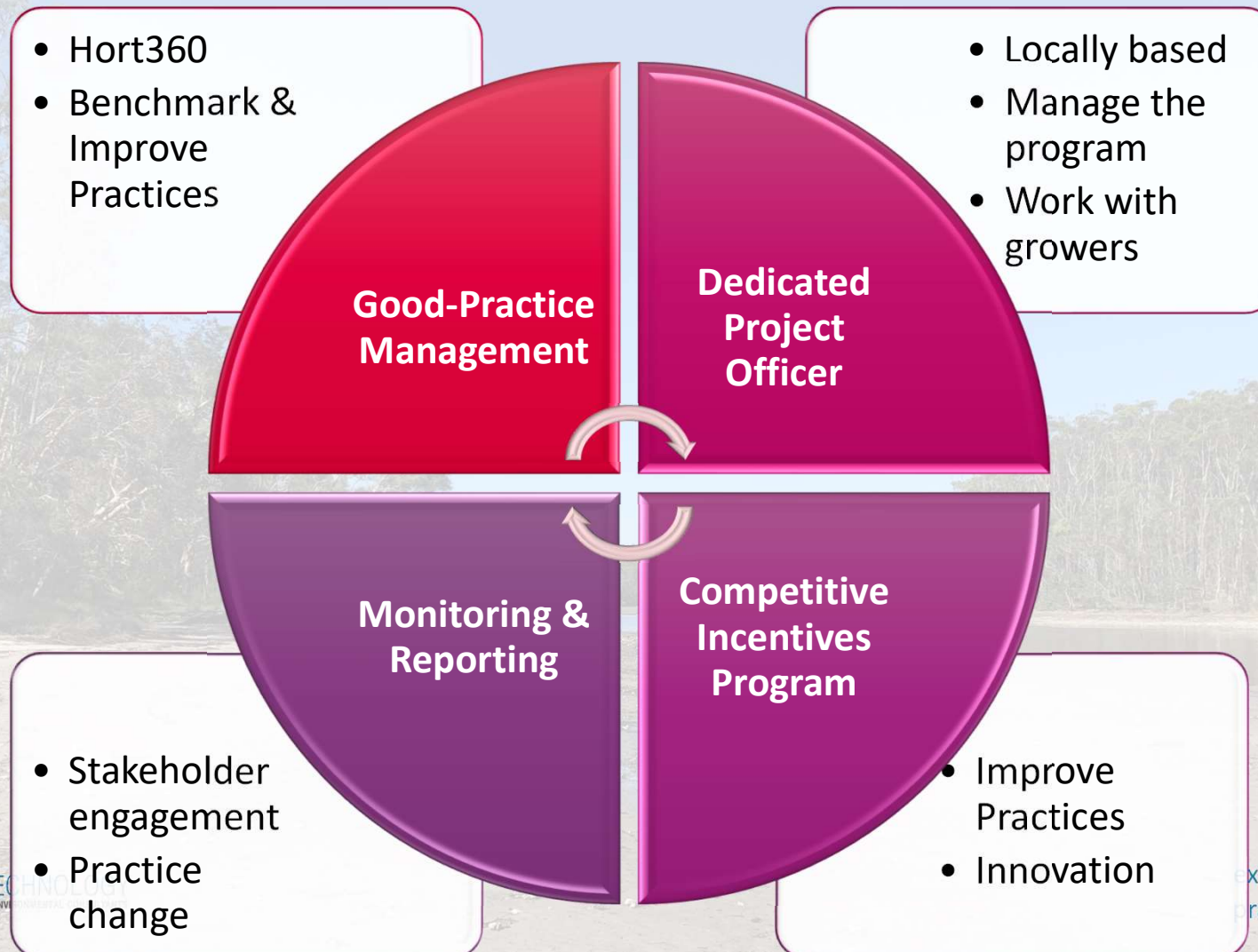
Apr 2021

- Presented Council and DPIE with outline of the CHIEP concept, and discussed components of the program

May 2021

- Workshop to establish support for the CHIEP

Components of the CHIEP



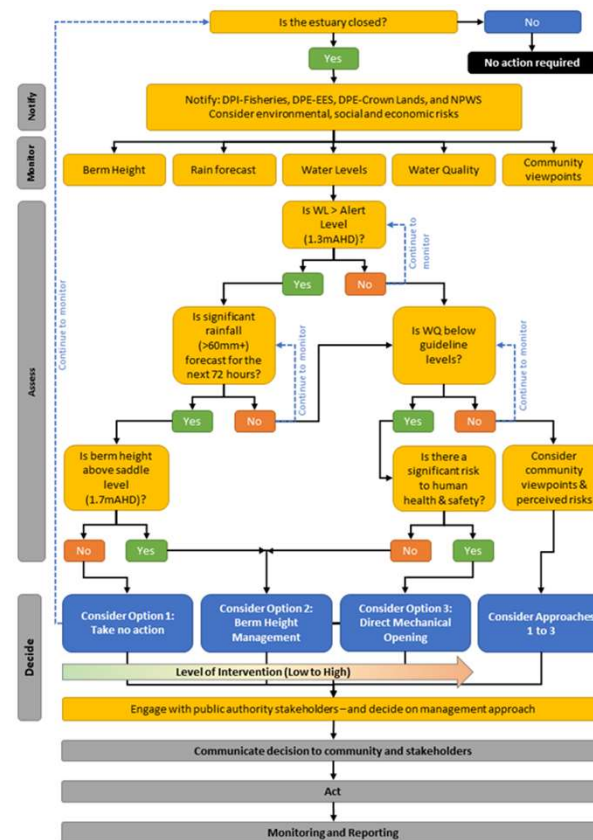
CASE STUDY 2



Kempsey ICOLLs Estuary Management Plans



Example of outputs



Questions?

