Communities Communication & Consensus

The Challenge for Developers



The Rationale for a Green Energy Projects

Green

- Climate Change
- Sustainable Development

Legal

- Global Treaties
- Domestic Policy

Economic

- Jobs
- Effective Use of Resources



Social Acceptance of Green Issues - Energy





A Change in the Wind.....





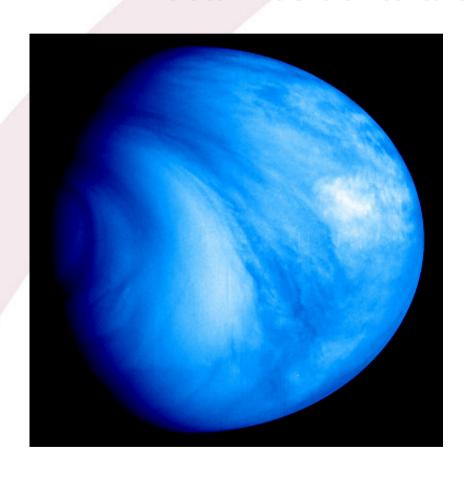


Coming Soon to a Development Near You





Project Developers are from Venus – Local Residents are from Mars







The World is Not Full of NIMBYs





Who / What are Stakeholders

- A stakeholder is a person or organisation who is impacted directly or indirectly by an activity of a third party
- Stakeholders will have different agendas and maybe prioritised differently
- These need to be constantly reviewed
- This list of stakeholders is normally way more extensive than you first believe



Why Bother - The Value of Stakeholder Negotiation





Stakeholders



Stakeholders



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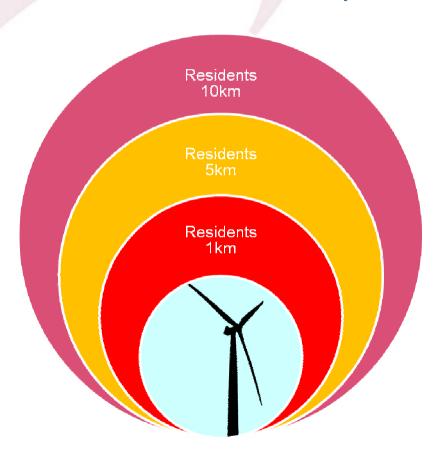








Not All Stakeholders Are Equal





Walk a Mile in Their Shoes





Public Opinion – The Battle for Hearts and Minds





Communication Breakdown





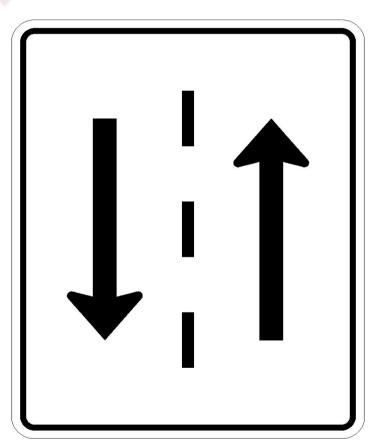
Project Specific Issues





Stakeholder Communication







The Principles of Consultation

- Go early and often
- Be consistent in your message
- Be open and honest
- Be flexible when you can be
- Include them in the plans
- Where consensus is impossible explain why
- Follow through Don't make promises you cant keep
- Celebrate your successes and make them public
- Acknowledge your shortcomings Sorry can be a very powerful word (there are legal caveats to this)



Stakeholder Management Plan

- Details the project
- Lists all stakeholders (including media)
- Identifies stakeholder needs
- Identifies the outcomes we want with each stakeholder group
- Plots a path to get there
- Incorporates key project milestones
- Identifies issues
- Identifies how issues will be managed
- Records actions and results
- Is constantly reviewed throughout the process
- Will change



Tools of the Trade

- Public office or exhibition
- Helpline
- Kitchen table meetings
- Newsletters or pamphlets
- Media interaction and monitoring
- Social Media
- Group visits
- School talks
- Public Meetings



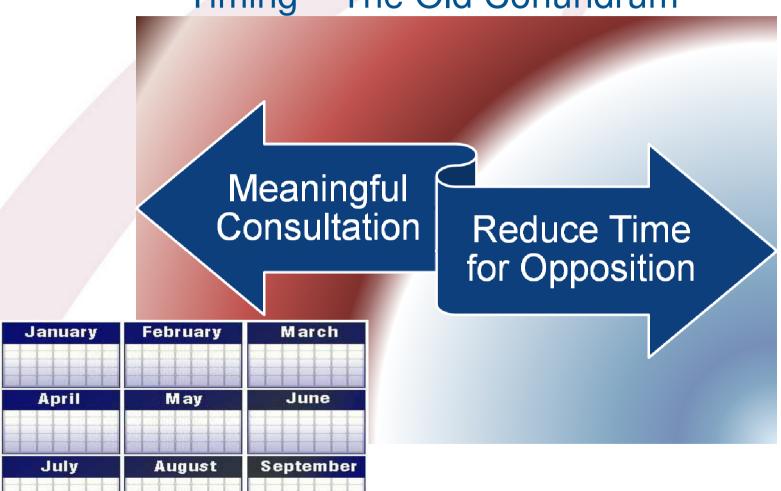
Consider Your Resources











December

November

October

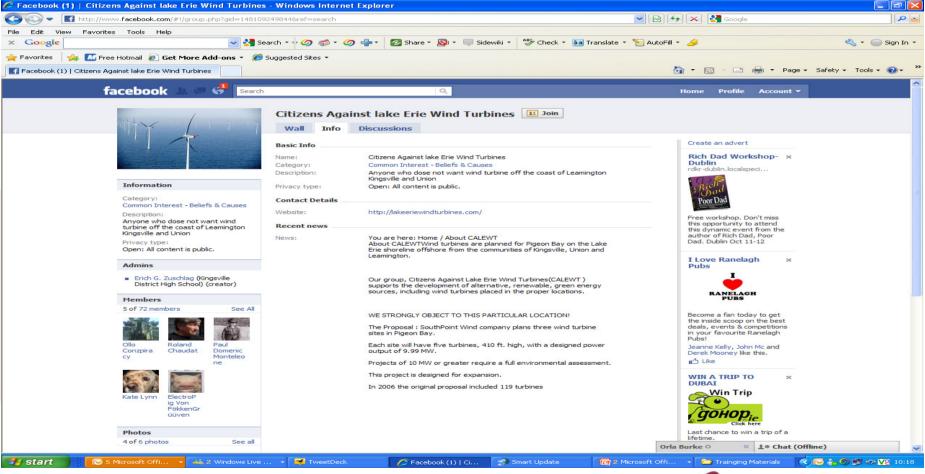


It's Not Always Fair Play





The Rules are Changing



Communications – The Bottom Line

- You inform
- You influence
- You create other advocates
- You may inform opponents
- You may influence effected parties to take action
- You may create enemies
- Without you telling your story someone else will
- If someone else communicates they set the agenda

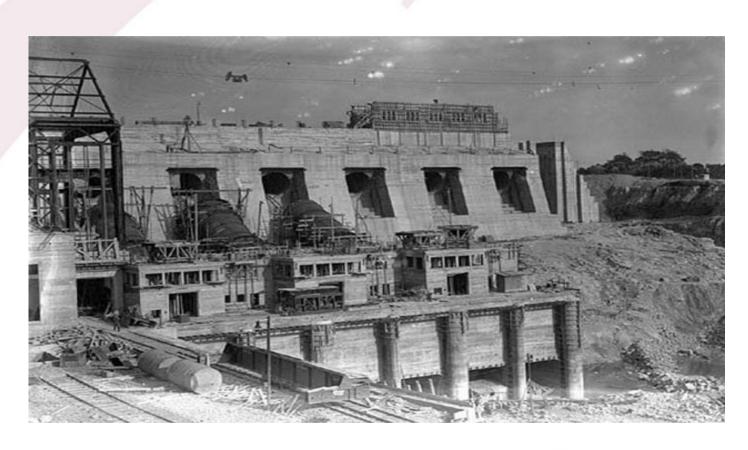


World Leaders?





It Wouldn't Happen Today





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