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GROUP  
ONE

EXAMPLE 1

EXAMPLE 2

EXAMPLE 3

EXAMPLE 4

PERCEIVED  
THREAT

AFFECTIVE |  
FUNCTIONAL\*



**Affective:** Values, Relationship, Interest



**Functional:** Facts/Data, Structure/Process

GROUP  
TWO

EXAMPLE 1

EXAMPLE 2

EXAMPLE 3

EXAMPLE 4

PERCEIVED  
THREAT

AFFECTIVE |  
FUNCTIONAL\*



**Affective:** Values, Relationship, Interest



**Functional:** Facts/Data, Structure/Process

EXAMPLE 1

EXAMPLE 2

EXAMPLE 3

EXAMPLE 4

PERCEIVED  
THREAT

AFFECTIVE |  
FUNCTIONAL\*

GROUP  
FOUR

EXAMPLE 1

EXAMPLE 2

EXAMPLE 3

EXAMPLE 4

PERCEIVED  
THREAT

AFFECTIVE |  
FUNCTIONAL\*



**Affective:** Values, Relationship, Interest



**Functional:** Facts/Data, Structure/Process

## Case Study - Flood Mitigation Options for Amor

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Amor is a small rural town with a population of 13,000 people built on a flood plain. During the recent 3 years Amor experienced significant and record-breaking flooding causing over 500 homes to be inundated, and in last event, one woman was killed while attempting to cross a flooded causeway. The flood was described as a 1 in 200 year event with the equivalent of 1 million bottles of coke falling from the sky every second (yes every second!).

Flood recovery events have been problematic due to the scale of the impact and insufficient volunteers in the early days. Some people in the outlying areas were not checked for at least a week as the main focus was on the town centre. There was insufficient temporary housing and so a large number of residents have moved away.

Insurance companies have been slow to pay claims and are not initiating any new policies until some mitigation strategies are in place. Insurance premiums have increased ten (10) times their previous rates from 3 years ago. Some residents were paying in excess of \$2000 per month.

A year ago the local authority commissioned a flood study, and the investigation of a range of mitigation options. Three hundred (300) residents participated in a public forum where possible mitigation options were explained by the hydrologists. Residents were frustrated at the forum as they could not understand or hear the speakers well due to heavy rain falling on the venue roof!!

Residents have become increasingly frustrated and angry due to the slow action in the community recovery efforts, no news about what mitigation options are going to be pursued, and continued development occurring in known flooded areas. Some residents have resorted to creating mini levees around their properties and one significant business person (and ex-Mayor) has built up a “flower bed” around their large motel complex that residents are condemning as it is causing potential flooding for other nearby residents.

# Case study – Characters (GROUP 1)

## Margie – Cancer Survivor

- My husband and I have lived here for 40 years.
- Our place right beside the creek is going to be full of water if we get another flood and they put that proposed levee in place – it cuts our property in two.
- My husband has moved up north to work in the mines there because our place is worthless now. I have to stay here until council sorts out what is going to happen for us, but it has been 2 years now and I need to be with my husband.
- I am keen for compensation but at what market value? Before the flooding or since? No one has any straight answers and I feel that we are just sitting in nowhere land.
- I can't go to all the meetings as I work, and I am on my own. I just want a decision and have decided to speak to one of the councillors about this to move it along.

## Annie – Businesswoman

- I am a successful businesswoman & spent 3 years building our new house.
- The water just missed our house but if that bloody levee goes in – we will go under – literally.
- What compensation are they going to give me for or dream home?
- The flood engineers are a bunch of idiots – they don't live here, and their maps don't look accurate. They show my place as being under water and it wasn't – how can we rely on their information?
- I know the Mayor for years and he means well but he's gutless. He needs to act and get this town out of its coma





# Case study

GROUP 1 -  
Characters on  
the previous  
page

Perceived threat

Possible Trigger\*

Possible Role

How could you  
support?

Character  
1

Margie

Character  
2

Annie

\*Possible Triggers: **Affective:** Values, Relationship, Interest

| **Functional:** Facts/Data, Structure/Process




# Case study – Characters (Group 2)

## Mildred – Trucking Business Owner

- I have lived here for 15 years. We bought here because it was protected from the flood waters. Now they are going to put a levee on our property!!!.
- My husband is in the earthmoving business and thinks it is a joke putting a levee where they say they are – the subsoil is all full of loam, there is no solid base.
- Why don't they put a dam up north – everyone is saying that is the answer
- And what is going to happen Margie over there? Her place is worthless now?
- I have moral issues about having a levee on our property - knowing that while it might help some people in the town it is not going to help Margie and she is recovering from cancer.
- I won't go to the meetings – there is no point.

## Steve – Builder

- I have lived here most of my 34 years but find it hard to get work now.
  - This council think they're smart and that they are better than us. I've done my research and understand flood modelling
  - I went to all the sessions at Smallville when they were getting ready for their levee. I go along but just sit on my hands and wait for this stupid council to fall into its own trap
  - Everybody knows that a dam to the north is the answer – and it will give us a better water supply and recreational opportunities
  - The local Action Group are pretty cool – I'll support them all the way!
- 



# Case study

Group 2-  
Characters on  
previous page

	Perceived threat	Possible Trigger*	Possible Role	How could you support?
Character 1 Mildred				
Character 2 Steve				

\*Possible Triggers: **Affective:** Values, Relationship, Interest | **Functional:** Facts/Data, Structure/Process




# Case study – Characters (Group 3)

## Harry & Frieda – Pensioners

- Our place got flooded 3 times over – the second time was the worse.
- Water got to be 3 feet deep all through our house – we just finished one clean up and then here it comes again. We are too exhausted to go through that again and we have lost most of our family photos – the grandchildren's photos and everything!
- We need the levee, but we'll get flooded before they can raise our house and build the levee.
- Why did council let the builders keep going with building in this area where it is flood prone?
- We watch the trucks come in day after day dumping huge loads of dirt as they build the blocks up and then plonk the houses on top – surely that has got to change the flow of the waters and make things worse for everyone else?
- We don't want to cause any trouble, so we'll just wait see what happens about the house raising – don't want to jeopardise our chances.

## Harry – Motel Owner and Ex Mayor

- I own the Barkly Motor Inn recently expanded to 200 rooms to accommodate all of these CSG workers.
  - The landscaping around our property is perfectly legitimate – it is a flower bed and creates a point of separation from the neighbouring industrial centre.
  - Having been ex-Mayor I know what needs to be done in getting a levee bank in place – just got to keep hammering the local polities and it will all happen.
  - The state member here is my mate and he is already promoting the extended levee line which will give added protection and certainly helps my place out.
  - I have invested a lot of time and money into this town, so I deserve a bit of return.
- 



Strong emotions

Previous experience with engagement

Ability to engage

Expectations

PEOPLE

# Case study

Group 3 -  
Character on  
previous page

	Perceived threat	Possible Trigger*	Possible Role	How could you support?
Character 1				
Character 2				


\*Possible Triggers: **Affective:** Values, Relationship, Interest | **Functional:**Facts/Data, Structure/Process

# Case study – Characters (Group 4)

## **Fred and Brenda – Property Owners on the wrong side of the levee**

- This was our dream home and our retirement place by the creek. The kids have all grown up and moved away and we don't want to move again
- It's heartbreaking - the council are talking about a land swap but where do you go? Nothing can equate to this beautiful piece of paradise.
- We'll speak to the Minister if he comes to town and we won't let the council get away with what they are doing to us – it is criminal.

## **Stuart – Electrical Contractor**

- I have a pretty good business in town, but my office premises went under in the last three floods – have had all sorts of trouble getting insurance claim but just sorted now.
  - Except my insurance premiums have jumped up by 150% - I now pay \$2000 per month – that's right per month!!! Not per year! It is ridiculous.
  - My home was alright, so I am thankful about that.
  - I have looked at the early flood model information and can't understand why they say the railway and highway don't make much difference on major flooding – blind Freddy can see that they are a natural barrier and will block the flow of the floodwaters that just backs up in town.
  - I'll go along to the meetings to see if others are thinking like I do.
- 





# Case study

Group 4 -  
Character on  
previous page

Perceived threat

Possible Trigger\*

Possible Role

How could you  
support?

Character  
1

Character  
2

\*Possible Triggers: **Affective:** Values, Relationship, Interest

| **Functional:** Facts/Data, Structure/Process

# Step 1. Understand Context





## Step 1. Understand Context



# Step 1. Understand Context



## Step 1. Understand Context



# Hot buttons

Signals (subtle or overt) of conflict



## CONTROL

How we respond





# Learning Reflection



## RIPE FRUIT

What did we cover, that you can take away any use right now?



## ACORNS

What did we cover, that has planted a seed you want to nurture some more...

