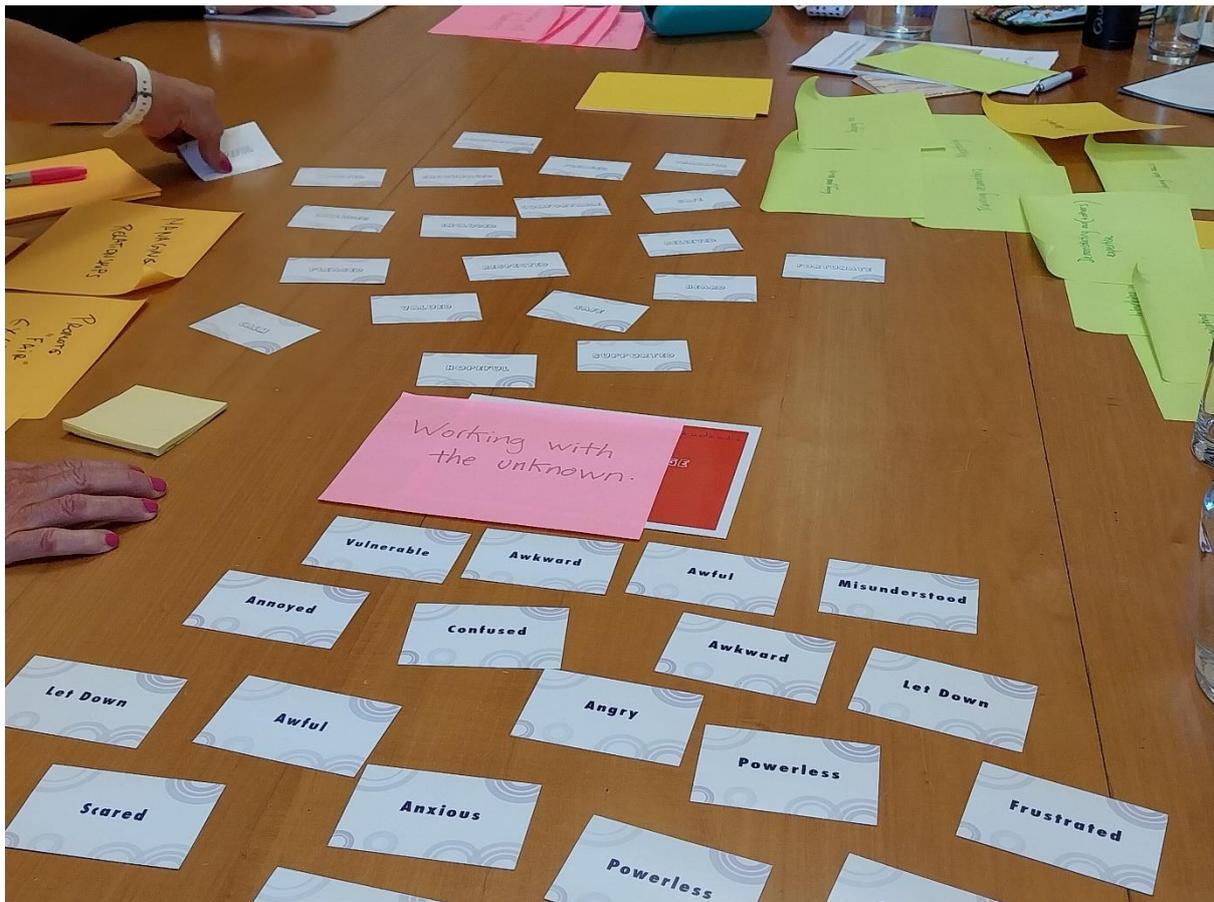


Emotional Touchpoints for PEPs - October 2025 Update

Hello everyone!

We wanted to send you an update following the workshops we held in Bristol and Manchester back in July. The workshops were incredibly helpful for us, and you all brought so much insight, enthusiasm and honesty to the sessions. We thought that we had the right people in the room in both sessions, with a huge diversity of expertise and experience of working in public engagement and adjacent roles.



[Image above shows cards with words describing people's emotions on a wooden table (ie. vulnerable, awkward, confused, angry), some post-it notes and a person's hands. The photo was taken at the Bristol workshop in July 2025]

Since July Mandy, Stephen and I have been busy working our way through all the potential emotional touchpoints you created (the post-it notes). You came up with 91 ideas in total, which we've managed to narrow down to 38. The emotional touchpoints are what we'll use to create cards which will form the basis of the toolkit we create, which Public Engagement Professionals (PEPs) will be able to use in the future.



[Image above shows post-it notes in piles, with labels (boundaries; isolation; academics' hierarchies; freelancer challenges; emotions/ reflection; communicating and saying no; managing relationships/ p'ships; environmental challenges; the juggle: different projects/ people; diversity of experience/ skills/ knowledge; PEP role; operational aspects) on Dawn's kitchen table being categorised as part of the short-listing]