

# In-house Training Courses



ACCREDITED, AFFORDABLE, QUALITY TRAINING

In house training can build a common language and approach to engagement across staff and decision makers. It is an efficient and cost effective way to access industry best practice training.

## ENGAGEMENT ESSENTIALS\* (1 DAY)

A great foundation and introduction of what engagement is and how to plan and implement a successful community and stakeholder engagement processes.

## CONFLICT IN ENGAGEMENT\* (1 DAY)

Understanding of how to effectively prepare for and manage challenging engagement situations.

## EMBEDDING ENGAGEMENT (1 DAY)

For organisations that are looking to build a consistent approach to engagement across the organisation.

## ENGAGEMENT DESIGN\* (2 DAYS)

This course takes a more detailed look at engagement planning. Providing a clear process for design from situational assessment, through to sequencing and evaluating engagement.

## STRATEGIES FOR DEALING WITH OUTRAGE AND OPPOSITION IN PUBLIC PARTICIPATION\* (2 DAYS)

Based on the theories of Dr Peter Sandman this course gives organisations the tools to assess for outrage and design process to prevent and manage outrage. Engagement and outrage management are different things and traditional approaches engagement won't work where there is outrage.

## EVALUATING ENGAGEMENT (1 DAY)

Develop quality indicators of engagement and learn how to effectively evaluate engagement programs

## ENGAGEMENT METHODS\* (2 DAYS)

For people who want to build their understanding of how to implement engagement programs using the wide range of tools available, with a focus on creating effective communication and constructive dialogue with stakeholders and the community

## MANAGING CHANGE (1 DAY)

From assessing the drivers of change, to supporting people through resistance to change, this course brings a practical approach to the daily reality of managing and engaging people in change.

## FACILITATION SKILLS (1 DAY)

Build your confidence in how to facilitate a range of different groups. Develop your toolkit of processes to use for different contexts and your know how in designing a facilitated session.



## DECISION MAKER BRIEFING

1-2 hour targeted briefing sessions for executive teams, Boards and elected members.

## ADVANCED FACILITATION (1 DAY)

Advanced facilitation builds on Facilitation skills and is about exploring the role of the facilitator beyond tools and techniques and honing your ability to 'read' a group and situation to know which intervention to use when. It brings the attention to the facilitators and the power that they have to set the tone, support participation and take groups to where they may need to go. The course explores:

- Presence and what triggers you into reaction
- Ways to support groups to move through discomfort
- Ways to support groups to explore topics more deeply and come up with new solutions to old problems

\* Courses are part of the IAP2 certificate or advanced certificate program.



*I have been involved with training (participant and facilitator) for many years and Joel would have to be one of the best I have witnessed. He covered content in such a way that it clearly flowed but kept us all engaged."*

Course participant, University Lecturer & Engagement Practitioner