

## **CERTIFICATE COURSE MODULE DESCRIPTIONS**

### **PLANNING FOR EFFECTIVE PUBLIC PARTICIPATION – 2 days**

This two day module of the IAP2 Certificate Program provides an introduction to the foundations of effective public participation. At the conclusion of the module participants will have learned:

- ✓ The full scope of planning needed for effective participation, including decision steps, roles and responsibilities, timing, resources and introduction to technique selection
- ✓ A clear understanding of the public and the roles they play in participation
- ✓ How to select the appropriate level of public participation
- ✓ How to set clear objectives to achieve public participation goals
- ✓ How to develop a public participation plan
- ✓ How to identify appropriate evaluation tools to measure the effectiveness of public participation.

**Note:** Planning for Effective Public Participation is a pre-requisite for all other IAP2 Public Participation Certificate training.

### **TECHNIQUES FOR EFFECTIVE PUBLIC PARTICIPATION – 2 days**

This two day module provides an introduction to a range of practical tools and techniques that can be used at all five levels on the IAP2 Spectrum of Public Participation. The module builds on the learnings in the planning course and provides participants with opportunities to reflect on and improve their understanding of the IAP2 approach to public participation. Participants experience using a number of techniques including World Café, Interviewing from a public participation perspective, Revolving Conversations, Citizen Jury and Advisory Groups. At the conclusion of the module participants will have learned:

- ✓ How to select techniques to use at all levels on the IAP2 Spectrum of Public Participation
- ✓ How to select techniques to share information, collect and compile information and bring people together
- ✓ How to adapt techniques to suit specific situations and meet public participation objectives.

Please contact Barbara Chappell on 0429 155 743 if you would like any further information

## **COMMUNICATION FOR EFFECTIVE PUBLIC PARTICIPATION - 1 day**

This one day module offers an overview of the communication skills used by public participation practitioners and brings together the components of planning, techniques and communication to complete the public participation process. It introduces three models of communication including Hugh Mackay's Ten Laws of Communication, Shannon and Weaver's Mathematical Theory of Communication and Bojinka Bishop's Principles of Authentic Communication. The focus of the course is on tools used to prepare and present information materials in a variety of forms, small and large group interaction models and facilitation essentials. At the conclusion of the module participants will have gained:

- ✓ An understanding of the communication skills needed to support effective public participation
- ✓ An understanding of two-way communication and how to share information and to seek feedback
- ✓ An understanding of learning styles and how to incorporate this knowledge into public participation
- ✓ Skills to use this knowledge when bringing people together in public participation
- ✓ A variety of public participation communication skills and techniques including active listening, empathy, managing difficult conversations and risk communication.