

CERTIFICATE IN PUBLIC PARTICIPATION

2010 Training



The IAP2 Certificate in Public Participation

The IAP2 Training Program offers a Certificate in Public Participation throughout Australasia, North America, Europe and Asia. Our trainers have worked with practitioners from around the world to develop practical tools that transcend national and cultural boundaries and are suitable for the most advanced practitioners through to those just starting out.

The IAP2 Certificate in Public Participation consists of three courses:

- Course 1: Planning for Effective Public Participation (2 days)
- Course 2: Effective Communications for Public Participation (1 day)
- Course 3: Techniques for Effective Public Participation (2 days)

All three courses are presented in an experiential learning environment that provides students with the opportunity to explore their own public participation challenges with their instructor and peers. Interactive exercises and practical tips are used to enliven the theory and reference materials presented throughout each course and reinforce skills that participants can put to immediate use.

At the conclusion of each course, students will receive credit from IAP2 recognising the successful completion of that course. Upon completion of all three courses, students will be awarded a Certificate in Public Participation from IAP2 international.

In Australasia, over 160 government organisations have had representatives receive training.

IAP2 are introducing a new course in 2010: Emotion, Outrage and Public Participation.

Building on IAP2's internationally recognised best practices in public participation, and the work of Peter Sandman, an expert in risk and crisis communication, this new course looks at emotion and outrage and how to identify and address these factors in public participation programs. This is the course for any practitioner dealing with the key issues facing our communities at this time.

Who is IAP2?

IAP2 Australasia is an association of members who seek to promote and improve the practice of public participation in relation to individuals, governments, institutions and other entities that affect the public interest. IAP2 carries out its mission by organising and conducting activities to:

- Serve the learning needs of members through events, publications, and communication technology;
- Advocate for public participation throughout the world;
- Promote a results-oriented research agenda and use research to support educational and advocacy goals; and
- Provide technical assistance to improve public participation.

IAP2 was founded in 1990 as the International Association of Public Participation Practitioners (IAP2) to respond to the rising global interest in public participation.

Course 1: Planning for Effective Public Participation (2 Days)

An interactive and experiential module encourages students to explore their own challenges in community engagement with their facilitator and peers. Using examples and practical exercises, participants learn how to build realistic engagement plans.

At the conclusion of the course, students will have learned:

- The full scope of planning needed for effective public participation
- The foundations of public participation on which to build effective processes
- A 5-step planning process starting with gaining internal commitment and identifying the strategic focus
- Ways to identify communities and their issues
- How to select the appropriate level of public participation
- How to set clear, shared objectives for effective public participation
- How to develop a public participation plan.

Course 2: Effective Communication for Public Participation (1 Day)

Providing an overview of the communication skills used by public participation practitioners, this module focuses on how to prepare and present information as a key part of engaging communities. At the conclusion of the course, students will have learned:

- The information needed to support effective public participation and how to communicate it
- Skills to listen in a way that demonstrates understanding and respect
- Attitudes and behaviours that give stakeholders confidence in the engagement process
- How to identify and write key messages and apply them in a range of communication tools
- How to gather, summarise and analyse feedback
- The principles of risk communication to avoid community outrage.

Note: Planning for Effective Public Participation is a prerequisite for this module

Course 3: Techniques for Effective Public Participation (2 Days)

This two-day course provides an introduction to a range of practical tools and techniques for community engagement. At the conclusion of the course students will have learned:

- Tools and techniques that can be used at all levels of IAP2's Public Participation Spectrum
- How to prepare for, implement and document techniques to:
 - Share information
 - Gather broad-based feedback
 - Foster group discussion to develop new ideas and directions
 - Facilitate agreement within groups
 - Provide opportunities for public dialogue and decision-making

Note: Planning for Effective Public Participation is a prerequisite for this module

Emotion, Outrage and Public Participation (2 Days)

After taking this course, participants will:

- Understand and learn how to identify outrage and its causes in public participation situations
- Have an increased awareness of how outrage hinders public participation programs and how to plan for its management
- Understand the principles, approaches and strategies for dealing with emotion and outrage in public participation
- Practice applying the principles, strategies and approaches and prepare for upcoming challenges



Module One - Planning for Effective Public Participation (2 Days)

Melbourne	15 & 16 March 2010
Tweed Heads	22 & 23 March 2010
Sydney	30 & 31 March 2010
Perth	20 & 21 April 2010
Adelaide	22 & 23 April 2010
Christchurch	12 & 13 May 2010
Wellington	18 & 19 May 2010
Hobart	6 & 7 July 2010

Module Two - Effective Communication for Public Participation (1 Day)

Melbourne	17 March 2010
Tweed Heads	24 March 2010
Sydney	8 April 2010
Perth	22 April 2010
Adelaide	29 April 2010
Christchurch	14 May 2010
Wellington	20 May 2010
Hobart	8 July 2010

Module Three - Techniques for Effective Public Participation (2 Days)

Melbourne	3 & 4 May 2010
Tweed Heads	24 & 25 May 2010
Sydney	7 & 8 June 2010
Perth	15 & 16 June 2010
Adelaide	23 & 24 June 2010

Emotion, Outrage and Public Participation (2 Days)

Sydney	24 & 25 February 2010
Perth	16 & 17 March 2010
Adelaide	31 May & 1 June 2010
Auckland	29 & 30 June 2010

Venues: Venues are to be advised
Time: 8.30am – 4.30pm each day (registration 8.15am)

Cost: Module 1 & 3 are \$1180 including GST
 Module 2 is \$590 including GST
 Outrage & Emotion \$1250 including GST

Book online at www.iap2.org.au or send this completed registration form together with your payment to:
 IAP2 Secretariat,
 IAP2, PO Box 471,
 WARRANDYTE VIC 3113 or
 Fax: 03 9844 3191 or
 Email: info@iap2.org.au

A Tax Invoice will be issued upon registration. Please make Cheques payable to IAP2.

Name:	
Title:	Organisation:
Contact Phone:	Email Address:

Additional participants from your organisation:

Name	Email
Name	Email
Name	Email
Name	Email

Course	Date	State	Cost
<input type="checkbox"/> Module 1: Planning for Effective Public Participation \$1180			
<input type="checkbox"/> Module 2: Effective Communication in Public Participation \$590			
<input type="checkbox"/> Module 3: Techniques for Effective Public Participation \$1180			
<input type="checkbox"/> Emotion, Outrage & Public Participation \$ 1250			
ABN: 61 198 064 285		Total	\$

Payment method: Credit Card Cheque On Invoice
 (No payment on the day please)

Credit Card Details

Name on card		Card Number	
Type of Card* <input type="checkbox"/> Visa Card <input type="checkbox"/> MasterCard	Expiry Date	Payment Amount \$	

*sorry, we are unable to take Amex and Diners at the present.

Cancellation Policy

Full refunds will be given for any cancellations made 10 working days prior to the training. Cancellations made after this time will incur a 50% penalty. Cancellations made less than 48 hours prior to training will incur the full 100% attendance fee. Participants unable to attend are welcome to send an alternative participant, please email info@iap2.org.au to notify of the change.

Please tick here if you do not wish to be placed on our database for notification of future events.



International Association
 for Public Participation
 AUSTRALASIA