

Designing Engagement Processes

About This Course

This course combines training and consultancy to enable participants to understand the generic principles of process design and work on their own processes to meet actual needs.

Level

These courses are designed for people with some knowledge and experience of stakeholder engagement. You should already have completed TEC's Essential Facilitation Skills or a similar facilitation skills course. If you are unsure whether or not this course is suitable for you, please contact the Learning & Development team (contact details below).

Aim

To enable participants to explore the design and management of dialogue processes, including engaging stakeholders, project planning and event design.

Objectives

By the end of the course you will be able to:

- agree desirable outputs and outcomes from engagement processes
- identify appropriate stakeholders and when to involve them
- design an overall process against a realistic timeline
- describe the strengths and weaknesses of different methods in relation to different stakeholders
- work alone and with others to design specific processes to fit their actual situations
- evaluate which method(s) to use in specific circumstances.

Indicative Content

- analysing issues, potential conflict and uncertainties
- defining the aims of the dialogue
- project and event planning
- stakeholder organisation and management
- roles and responsibilities of the facilitation team
- time planning
- evaluation methods.

Course Style

We begin to design our courses by putting ourselves in the shoes of our learners. We believe that learning through doing is the only way that you will remember and have the confidence to use the tools and techniques that we use ourselves. There will be a mixture of exercises and trainer input to ensure an engaging balance between theory and practical work, as well as learning from other participants.

For further information on The Environment Council and our learning and development opportunities, please visit: www.the-environment-council.org.uk
Or contact Maeve O'Keeffe or Magnus Alanko on 0207 632 0118 / 0138, or email training@envcouncil.org.uk

The Environment Council

212 High Holborn
London WC1V 7BF
Ph: 0207 632 0138
Fax: 0207 242 1180
Email: training@envcouncil.org.uk
Website: www.the-environment-council.org.uk
Registered Charity No. 294075

The Environment Council

Testimonial for TEC Training

I was very impressed by The Environment Council's professional approach to helping us review a contentious issue and agree a way forward. In particular, they were skilled at designing events that met our objectives, responded flexibly to our needs while keeping us focused on achieving consensus in the time available.

Graeme McLearie,
Director for Regions,
Groundwork UK

Trainer Profiles

Winsome Grigor

Winsome is an experienced public affairs professional with a diverse background in stakeholder engagement, health, recruitment, and Aboriginal Affairs. Winsome works on a range of TEC projects, but is primarily involved in managing the marine stream of work, process design, facilitating and training, and her day-job of government relations.



Dates:

22 January 2008
22 April 2008
10 September 2008

Duration:

1 day

Non-Residential.

Lunch and refreshments included.

Venues:

TEC Offices, Central London.