

Social and Environmental

# Planning Partnerships



## PLANNING WITH COMMUNITIES

### Facilitation and Conflict Resolution Skills Training

*(Nationally accredited units of training)*

Facilitation skills are powerful tools both in the workplace, in collaborative processes and in engaging communities in planning. Conflict is a normal and healthy aspect of everyday life. Through conflict new ideas are generated. Better decisions result from disagreements because more thinking is done about the issue.

A skilled facilitator can assist communities to make effective decisions and to be actively included in planning processes. The skilled facilitator increases the capacity of those they work with and enables them to work cooperatively, to manage conflict constructively and to produce positive outcomes.

### 3 Day, Intensive Course

The course has limited places, providing tailored learning for individual needs.

The course is culturally sensitive and includes some aspects of Indigenous Culture.

The skills also fit within IAP2 approach to community engagement.

### Who should attend this course?

Planning with Communities provides both the new and the experienced facilitator with comprehensive skills to facilitate any group to do its best thinking and to make sustainable decisions.

This course will be invaluable to you if you:

- work with community groups in natural resource management, urban planning, health or community development
- are planning or are involved in a community engagement process
- work on complex problems with multiple organisations and stakeholders to make positive impact and change
- work collaboratively with a mix of people and professions
- are involved in a process of organisational change
- you lead a team.

**Please visit our website for training dates**  
[www.planningpartnerships.com.au](http://www.planningpartnerships.com.au)

## How will you learn?

All participants gain new knowledge and skills that can be applied immediately to the work situation. As a result the three days are practical and practice based. People learn in different ways and there is a mix of theoretical input, discussion, participatory exercises and group work using case material related to work environments. Coaching, feedback and comprehensive study materials are provided.

## What will you learn?

The program is designed for the participants to achieve the following outcomes:

- an understanding of the different forms and levels of community engagement and the implications of each
- a knowledge of the principles of community participation
- an understanding of how to make sustainable decisions in a collaborative environment
- the development of active listening skills
- an ability to observe the dynamics of a group
- an ability to distinguish between and manage the content and process of a group
- development of the skills in using task and maintenance interventions
- an understanding of the different types of tension in a group and how to manage them
- an ability to carry out the role and functions of the small group facilitator
- an understanding of what ground rules are really about and how to establish them
- an ability to critique to improve group process
- an ability to organise the content of a group
- an ability to respond assertively
- an ability to analyse the different sources of conflict
- the development of skills to manage conflict constructively



## Your trainers

### Jennifer McDonnell

Jen has been working in the field of community and stakeholder engagement in environmental planning and management for the past eighteen years. Jen also works part-time as a Principal Stakeholder Engagement Consultant for WSP.



Her background in psychology complements her work in social research, community capacity building, communications, evaluation and community participation in environmental planning and management.

She has experience in a wide range of complex and controversial consultation projects, particularly in relation to wind energy, hybrid- off grid power, Smart Grids and major water and power infrastructure projects.

She has extensive experience working on controversial projects. Jen is a skilled and experienced facilitator.

### Emily Synnott

Emily is a freelance facilitator and consultant. She has deep experience managing complex partnerships and engaging communities with over 18 years of working in the not-for-profit sector, for government and as a consultant.



Most recently Emily was Project Director at the Foundation for Young Australians (FYA) where she headed up key strategic multi-stakeholder projects focused on transforming the way government, industry and community sectors view and engage with young people to rethink systems that shape the world.

Over her six years at FYA, Emily brought to life projects that offered young people opportunities to succeed in life which aren't traditionally offered through education.

Before joining FYA, Emily spent time in the Victorian Government and 11 years in the UK working in both Policy and Strategy for the UK Government and as a consultant. Key areas of work included extensive evaluation of government employment initiatives, the redesign of civil legal aid delivery across the UK and working with the judiciary to transition Social, Health and Welfare appeals policy into the new Tribunals Service.

### Steve Willing

Steve is a trained facilitator and certified executive coach who has facilitated leadership, personal and organisational development for over 20 years. He uses a range of accredited tools and models to develop the awareness and perspectives needed for constructive conversations about creating a future of thriving possibilities.



His background includes Agricultural Extension, Outdoor Leadership Expeditions (in USA, NZ & Australia) and Organisational Development (Tasmania Fire Service). The common theme has been a passion for understanding what drives us to act and react, and how to make conscious choices.

He has facilitated in complex environments in the primary industries, community, emergency services, government and private sectors. He sees facilitation as an essential skill and a powerful and under-used form of influence (i.e. leadership).

Steve's calm and down-to-earth approach allows supportive exploration of thinking, motives, insights, choices and accountability.

## Accreditation and Assessment (optional)

The course is accredited for a Unit of Competence towards the Diploma of Government (PSP50104) which consists of six core units and five elective units. The unit accredited, Manage Conflict is an elective unit. On successful completion of the assessment, a Statement of Attainment will be issued by the Centre for People Development, a Nationally Registered Training Provider.

Assessment is undertaken through participation in the course, worksheets completed after the course and practical demonstration of your skills in the work place. Detailed information about the assessment requirements will be given to those who wish to be assessed.

The course is also endorsed for CPD points by the AASW and for 19 CPD by the Australian College of Nursing



ENDORSED  
COURSE



## When and Where

### When

Please visit our website for training dates  
[www.planningpartnerships.com.au](http://www.planningpartnerships.com.au)

### Where

Upstairs Conference Room  
The Australian Education Union  
163 Greenhill Road  
Parkside SA 5063

### Price

\$1,800.00 and includes healthy lunches, morning and afternoon tea and the course folder and workbook.

Discounts apply for multiple registrations.

Assessment for accredited units is an additional \$200.00

## What participants have said about the training:

'The course exceeded my expectations. I have new confidence to facilitate groups, to take a proactive approach to worksite conflict and to contribute effectively in groups'. PC, NRM Council

'I have been really impressed with every aspect of the course.'

I have a very short attention span and tend to pick up most things fairly quickly and then get impatient to move on to the next task. This didn't occur at all during the course. I felt challenged and engaged all the way through.' CI, Corporate Planner, City of Playford.

'I have never concentrated or worked so hard in any training!' LH, Co-ordinator, Cancer Clinical Network, Statewide Services, Dept Health, SA

'Excellent. Off the scale! Every minute was very worthwhile. I learnt so much about myself and others, as well as the skills of facilitation.' LD, Dept for Environment and Heritage.

'Three days and I wasn't bored for a minute.' JV, Co-ordinator, Aged Services Clinical Network, SA

'Incredibly useful. Can tell you I'll be using all these skills in the future.' EE, Local Action Planning.

'So many times I have been to courses only to feel at the end that I have slept through most of it and have learnt very little. The challenging nature of the tasks and the exercises meant that I have taken away so much.' GB, Environment Protection Authority.

'A most productive useful and well-run course! I really needed some skills. Now I have learnt them and in a positive, safe environment.' MS Scientist, CSIRO.

'Great training experience. Learnt a lot in 3 days. Felt safe to make mistakes, thanks to facilitators Marg and Jen.' Com. Dev. Uniting Care.

'The best training I've ever done!' SA MDBC NRM Board.

'Great Course. Not just in the content, but the way it was run: very interactive and engaging'. JD Dept Environment and Sustainability.

'Thank you. I feel so much more confident in being able to manage a good process!' J. W. GHCM VIC

'FANTASTIC COURSE by two very wise facilitators and trainers. Loved it! And I know I will use it a lot.' W.T. Natural Resources S.E





## Contact us

Social and Environmental Planning Partnerships

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