

PLANNING WITH COMMUNITIES: Facilitation and Conflict Resolution Skills Training

(Nationally accredited training)

Facilitation skills are powerful tools in both the workplace and in engaging communities in planning.

A skilled facilitator, who understands what is going on in a group, can assist communities to be actively included in planning processes and to make effective decisions. The skilled facilitator increases the skill capacity of those they work with and enables them to work co-operatively, to manage conflict and to produce positive outcomes.

Who should attend this course?

Planning with Communities is an intensive and comprehensive three-day course that caters for those with little past experience and for facilitators who have been practicing for many years. If you lead a team or if you are working with community groups in either impact assessment or in community participation and consultation in rural or urban planning: natural resources planning and management, primary industries, health, transport or housing, or in longer-term community projects, you will find this course invaluable.

The course teaches high-level facilitation skills that are transferable to many group situations, including team management. The course is culturally sensitive and includes some aspects of Indigenous Culture.

What will you learn?

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

- an understanding of the different **levels of community engagement**
- awareness of the **principles of community participation**
- the development of **active listening skills**
- an ability to **observe the dynamics of a group**
- an ability to distinguish between the **content and process** of a group
- development of the skills in using **task and maintenance** interventions
- an understanding of how different types & levels of **tension** affect groups
- an ability to carry out the **role and functions of the small group facilitator**
- an ability to establish **ground rules** in a group
- 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**

How will you learn?

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

Accreditation and Assessment (optional)

The course is accredited for 2 units of competence towards the Diploma of Government (PSP50104) which consists of six core units and five elective units. The units accredited, *Facilitate Group Processes* and *Manage Conflict* are both elective units. On successful completion of the course, a Statement of Attainment will be issued for these units. 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 just prior the start of the course.

Course Presenters

Margaret Dugdale, Principal of Planning Partnerships

Margaret has developed plans, policies and partnerships between governments and communities throughout Australia and overseas. She specialises in designing and managing community engagement programs, social impact assessments, conflict resolution, facilitation and capacity building. Drawing on 25 years experience in the social sciences, tertiary teaching and environmental planning Margaret offers a unique combination of skills and experience in understanding individuals, groups, communities and organisations, and a comprehensive knowledge of natural resources and urban planning issues. She has published in the area of public involvement in planning.



Margaret is an experienced and dynamic adult educator and has taught group work and facilitation skills for twenty years. Margaret is also a mediator.

Co-trainer

Louise Portway

Louise has twenty-five years experience in community development, community information, social policy, management of not-for-profit organisations and adult learning. She is a skilled and experienced group facilitator and educator. For the past six years Louise has worked as a trainer and consultant specialising in communication skills, team development, conflict management and leadership skills. Louise runs the very successful Catalyst Women in Leadership program.

When and Where

ADELAIDE

- **June:** Tuesday 26th – Thursday 28

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

MELBOURNE:

- **September:** Tuesday 4th- Thursday 6th

Where: The Treacy Conference Centre
126 The Avenue
Parkville 3052

Price: **\$1,540** 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 \$160.00

Booking Numbers

A minimum of 14 participants is required to hold the course. This is the number of people necessary for everyone to have the opportunity to practice and learn the skills and techniques. Numbers are limited to a maximum of 16.

If you would like more information email info@planningpartnerships.com.au or phone: Marg on 041 463 3938

Social and Environmental Planning Partnerships
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