

# IAP2 Certificate Training

## Communication for Effective Public Participation

(Module 2 of the IAP2 Certificate in Public Participation Program)

**25 February 2008 (one day)**  
**Holiday Inn, Potts Point, Sydney**

*This training is  
delivered in  
partnership with:*



### Course Description

This module offers an overview of the communication skills used by public participation practitioners. The course provides an introduction to communication skills and models. It focuses on tools used to prepare and present information. Interactive exercises and practical tips are used to enliven the theory and reference materials presented throughout the day to reinforce skills participants can put to immediate use. Participants gain an understanding of the essentials of risk communication, making effective written and verbal presentations and working with the media.

Students get practical experience in applying the skills they've learned in Planning for Effective Public Participation and take home a comprehensive student manual and IAP2's Program Planning Tool.

### Why Take This Course?

At the conclusion of Effective Communication for Public Participation, students will have:

- An understanding of the communication skills needed to support effective public participation
- An understanding of two-way communication models and how to share information and to elicit feedback
- An understanding of learning styles and how to incorporate them into public participation
- A variety of public participation communication skills and techniques
- The ability to use appropriate communication skills, behaviours and tools to support effective public

### Who Should Take This Course?

- Relative beginners currently working in the field of public involvement or stakeholder relations
- Seasoned professionals wanting to refresh or enhance their understanding of public participation.
- Individuals in any level of government, the private sector or a not-for-profit organisation where public participation plays a role.

### About the IAP2 Certificate Program

The International Association of Public Participation (IAP2) Certificate Program in Public Participation covers the foundations of public participation. Developed in consultation with practitioners from around the world, the training provides useful tools for designing and implementing effective public participation programs. These tools are presented in an interactive and experiential learning environment, providing students with the opportunity to explore their own public participation challenges with the trainer and peers. Upon completion of each module, students receive credit from IAP2 to recognise their completion of that module and on completion of all three modules, students will be awarded a Certificate in Public Participation from IAP2.



**Booking Form/ Tax Invoice**  
**Communications for Effective Public Participation – One Day Module**

**25 February 2008**  
**\$ 495 (incl GST \$45)**

Please MAIL or email this form to:  
**PlanCom Consulting**  
 PO Box 411, Potts Point  
 NSW 2011  
 Email: [margaret@plancom.com.au](mailto:margaret@plancom.com.au)

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|---------------------------------------------------------------|-----|---------------|-----|
| <b>NAME:</b>                                                  |     |               |     |
| <b>ORGANISATION:</b>                                          |     |               |     |
| <b>TITLE:</b>                                                 |     |               |     |
| <b>MAILING ADDRESS:</b>                                       |     |               |     |
| <b>CITY:</b>                                                  |     | <b>STATE:</b> |     |
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| <b>PHONE:</b>                                                 | ( ) | <b>FAX:</b>   | ( ) |
| <b>EMAIL:</b>                                                 |     |               |     |
| <b>CONSIDERATIONS:</b> special needs or dietary restrictions. |     |               |     |

**PAYMENT INFORMATION**

**Electronic Funds Transfer BSB 112 879 Account Number 464 887 754**

- Please send an invoice for \$495 to the address above.
- My cheque or money order for \$495 is in the mail.

**CANCELLATION** - No refunds will be provided for cancellations made less than 2 weeks prior to training. Cancellations made more than 3 weeks prior to training are subject to a 10% cancellation fee. Substitutions are possible but must be notified in advance.

**TRAINING LOGISTICS** - Please register early as classes will be limited to 25 participants. If the course does not reach a minimum of 12 participants the course will be cancelled and a full refund provided. Lunch and refreshments are provided.

**TRAINING CONFIRMATION**

Your registration is only confirmed when you receive a confirmation notice from Margaret Harvie of PlanCom Consulting. If you have questions, please contact Margaret Harvie 0411 590 859

**Please note:** Full payment is required to reserve your seat in the training.