

# Engagement Methods

## IAP2 Australasia Certificate in Engagement

**The new IAP2 Australasia Certificate in Engagement has been developed to provide contemporary training in community and stakeholder engagement practice that is up-to-date, practical and relevant to the Australasian market. Whatever the nature of your role, this training will provide current methods, tools and a structured learning program that will enable skills development across a range of experience levels and professional roles.**

### Engagement Methods

This module will deliver an understanding of how to implement engagement programs using the wide range of tools available, with a focus on creating effective communication and constructive dialogue with stakeholders and the community.

Module content will progress from the principles gained through the Engagement Essentials module. The content is also closely linked to Engagement Design, which demonstrates how to design the broader engagement program, including how to select the engagement methods that are most suited to your engagement need.

If you wish to receive the IAP2 Australasia Certificate in Engagement you must complete the Engagement Essentials pre-requisite, along with either Engagement Design or Engagement Methods before moving on to your preferred elective module.

### What does this involve?

The module covers core subject matter including:

- Communicating technical information in an accessible way for a range of stakeholders
- Managing community enquiries in a constructive and useful way
- Facilitating a small group conversation
- Delivering small-scale, fundamental engagement techniques: world cafes, workshops, open houses, carousel and public meetings
- Managing an engagement conversation with customers, community members and stakeholders
- The role of engagement professionals and their responsibilities in a range of contexts
- The range of techniques that can be used for engagement
- Responding to community comment online and face to face.

This two-day module covers a broad spectrum of engagement techniques, including online tools and details the journey from method design to delivery and evaluation.

### Who should attend?

The Engagement Methods module provides a valuable learning opportunity for participants and engagement professionals who:

- ✓ Run engagement activities as a core part of their role and want to move beyond a limited range of techniques
- ✓ Want to understand emerging methods in engagement, including how to incorporate online engagement into their programs
- ✓ Need to gain the confidence to manage face to face engagement in a small group environment.

### Training information

To book or for more information on running your own in-house course contact Aha! Consulting (08) 9443 9474, [info@ahaconsulting.net.au](mailto:info@ahaconsulting.net.au) or [www.ahaconsulting.net.au](http://www.ahaconsulting.net.au)

**In-house training is a cost effective way to build the internal capacity across the organisation and with other key stakeholders.**

This new IAP2 Australasia training has been designed to provide flexible learning options for a wide range of practitioners and experience levels. Modules can be completed independently and in various combinations to suit those who wish to up skill in a particular area but who are not seeking to gain the IAP2 Australasia Certificate in Engagement.