



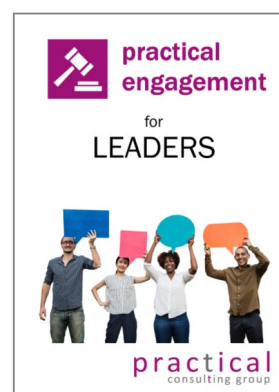
practical  
consulting group



# practical engagement

**Community & Stakeholder Engagement**  
**Professional Development Solutions**

*for Government, Businesses, Member Organisations,  
NFPs and Community Organisations*







# practical engagement for leaders



We recognise that Executives, Senior Managers and Decision Makers (including Elected Members) makers are busy people. We designed the *practical engagement for leaders* module to facilitate leaders, whilst exercising their leadership and decision-making duties, to recognise the practice of engagement in their roles.

In this *4-hour* session, participants will discuss:

- ✓ The definitions of engagement and consultation – are they the same or different?
- ✓ Opportunities of good quality engagement for both the organisation and the community
- ✓ Identifying stakeholders and understanding their different roles and influence in the engagement
- ✓ Ensuring that engagement practice is considered during decision-making processes
- ✓ Frameworks, policies and tools kits
- ✓ Understand the resources needed for successful engagement
- ✓ The relationship between internal and external engagement practice
- ✓ Different engagement methods – why so many?
- ✓ Reporting engagement practice
- ✓ ***Something you can do tomorrow to improve your engagement practice.***

*NOTE: If working in local, state or federal government organisations, we include details of legislative requirements for consultation (and/or engagement).*

This session will be delivered at a level, recognising that participants are unlikely to be the hands-on operatives of engagement practice, rather the leaders and decision-makers, who also determine both whether to engagement and what resources will be made available for the engagement.

**Who should attend?** This session has been designed for Executives, Senior Managers and Decision Makers (including Elected Members) of organisations that engage.

**Pre-requisites:** none

**Recommended Experience:** Engagement – none, Leadership – minimum of 12 months

**Delivery:** This session can be delivered at your own location or in a public training facility.

# practical

## professional development solutions

customised and bespoke professional development solutions



At Practical Consulting Group, we understand the value of customised or bespoke professional development for your organisation. We develop and deliver customised and bespoke professional development solutions, whether:

- an adaption of an existing module
- custom solution to meet your objectives

Some of the **advantages** of customised solutions include:

- ✓ ability to use organisational policies, procedures, frameworks, toolkits
- ✓ case-studies can be real, sourced from your organisation
- ✓ we can design the delivery around the locations, times and availability of your people
- ✓ opportunity to build in organisational or culture change components
- ✓ opportunity to link our solutions with other subject matter, increasing relevance
- ✓ time spent learning new concepts, rather than reviewing previously delivered material

Our process for **customised solutions** includes:

- ✓ Meeting/call between Practical Consulting Group and your organisation, involving your key people.
- ✓ Needs analysis completed, along with identification of organisational objectives
- ✓ Practical Consulting Group will then prepare proposal to deliver customised solution
- ✓ Presentation of the proposal to your organisation

*At Practical Consulting Group, we can create and deliver material from individual sessions, to a comprehensive annual program of professional development, anywhere in Australia and New Zealand.*

## about the trainer / facilitator

### darren keenan



Darren is an experienced trainer, facilitator and community engagement practitioner. He is a licensed trainer for IAP2 Australasia, the leading professional organisation for community engagement practitioners and practice.

He communicates at all levels, and prides himself in making complex matters understandable for all.

With a broad background including local government, health, education, agriculture, business/commercial, not-for-profit, member-based organisations and community groups, he has a wealth of experiences to draw from.

At Practical Consulting Group, Darren is our Principal Consultant. He brings a wealth of knowledge about community and stakeholder engagement, using that knowledge to develop practical solutions for our client partners.

Formerly of IAP2 Australasia, where he lead the Practice and Professional Development portfolios, he has a wealth of experience across Australia and New Zealand, having worked with some of the world's leading practitioners and trainers.

With senior local government experience in communications, engagement and marketing, Darren understands the need for governance, systems and processes, whilst ensuring that engagement accessible to all stakeholders.

Darren remains committed to delivering leading professional development solutions. His formal training includes:

- Certificate 4 in Training and Assessment
- Advanced Certificate in Engagement (IAP2A)
- Certificate in Engagement (IAP2A)
- Certificate in Public Participation (IAP2)

In his private life, Darren is the Presiding Member of his local Health Advisory Council, Deputy Chairperson of his local schools Governing Council, and is committed to making his community a great place for all to live and achieve their life goals.

His sessions are highly interactive, participatory and always include the compulsory opportunity for a laugh.



## feedback from our participants

*“positive inclusive environment”*

*“great presenting style, good mix of theory and interaction”*

*“delivery of the content – I didn’t feel like tuning out at any stage!”*

*“Excellent session, I really value new information & perhaps vindication of my views and directions”*

*“Darren is very knowledgeable on this subject. His examples can definitely be incorporated into our future engagement processes”*

*“very enjoyable training session”*

*“the practical side/hands-on/doing activities to see how things actually worked”*

*“Fantastic, really enjoyed it”*

*“it highlighted to me how inefficient we are at engaging with our community – thank you for presenting. Good job.”*

## from others

*“Darren has a strong commitment to advancing the practice of public participation and made a significant contribution in this area whilst employed at IAP2 Australasia as the Relationships Manager.*

*Darren has a collaborative approach and works hard to involve and communicate with stakeholders to the highest degree wherever possible.”*

Leanne Hartill    Former Chairperson, IAP2 Australasia

*“Darren Keenan was able to make community engagement relevant from the front door to the top floor”*

Sharon Morrison, Director of Corporate Services, Loddin Shire Council