

Twyfords – your training facilitator

When community engagement is done well, it works on a really powerful level to deliver better decisions for organisations, their stakeholders and the public.

Twyfords has four trainers licensed by the International Association for Public Participation (IAP2) to deliver courses that facilitate improved practice in community engagement by:

- Community engagement practitioners and consultants;

- Executive decision-makers in government and private organisations;
- Project managers in infrastructure projects;
- Elected representatives in local, state and federal levels of government;
- Community members.

We offer a clear and thoroughly tested approach to engaging people in a meaningful way.

The IAP2 Certificate in Public Participation

What it is:

The IAP2 Certificate is an internationally accredited 5-day professional development program offered by the International Association for Public Participation (IAP2).

What's included:

In 3 modules taught over 5 days participants will learn a clear and logical process for thinking about, planning and conducting community engagement programs and activities. Genuinely helpful tools will make engagement easier. Sessions are held in quality venues in major cities. High quality workbooks are provided for each participant. Upon completion of all three modules students will receive their internationally recognised Certificate from the Association.

Planning for Effective Public Participation (2 Days)

An interactive and experiential module encourages students to explore their own challenges in community engagement with their facilitator and peers.

Using examples and practical exercises participants learn how to build realistic engagement plans.

At the conclusion of the module, students will have learned:

- The full scope of planning needed for effective public participation
- The foundations for public participation on which to build effective processes
- A 5-step planning process starting with gaining internal commitment and identifying the strategic focus
- Ways to identify communities and their issues
- How to select the appropriate level of public participation
- How to set clear, shared objectives for effective public participation
- How to develop a public participation plan.

Note: Students must undertake the Planning module first.

Effective Communication for Public Participation (1 Day)

Providing an overview of the communication skills used by public participation practitioners this module focuses on how to prepare and present information as a key part of engaging communities. At the conclusion of the module, students will have learned:

- The information needed to support effective public participation and how to communicate it
- Listening skills
- Attitudes and behaviours that give stakeholders confidence in the engagement process
- How to identify and write key messages and apply them in a range of communication tools
- How to gather, summarise and analyse feedback
- The principles of risk communication to avoid community outrage.

Note: Planning for Effective Public Participation is a prerequisite for this module

Techniques for Effective Public Participation (2 Days)

This two-day module provides an introduction to a range of practical tools and techniques for community engagement. At the conclusion of the module students will have learned:

- Tools and techniques that can be used at all levels of IAP2's Public Participation Spectrum
- How to prepare for, implement and document techniques to:
 - Share information
 - Gather broad-based feedback
 - Foster group discussion to develop new ideas and directions
 - Facilitate agreement within groups
 - Provide opportunities for public dialogue and decision-making.

Note: Planning for Effective Public Participation is a prerequisite for this module



Twyfords Facilitators



Vivien Twyford has been a community engagement practitioner and workplace trainer since 1991. She has a BA in Sociology, a Graduate Diploma in Management and Certificate IV in Workplace Assessment and Training. She is a licensed trainer for IAP2's Certificate Course, a Master Trainer, has trained the IAP2 Certificate Course since 2002 and was IAP2 International President in 2004.



Max Hardy has been on the Executive Committee of IAP2 Australasia since 1998. He is a highly experienced practitioner and workplace trainer. Max has a degree in Social Science, an Associate Diploma in Social Welfare, Certificate IV in Workplace Assessment and Training and is an NLP practitioner. He is a licensed trainer for IAP2's Certificate Course and a Master Trainer.



John Dengate is an experienced facilitator and a member of the Australian Facilitators Network. He holds a Bachelor of Metallurgy, and Certificate IV in Workplace Assessment and Training. He is a community engagement practitioner and a licensed trainer for IAP2 and has delivered the Certificate Course in Public Participation in Australia, New Zealand, the USA and Canada.



Stuart Waters has a particular interest in the critical role of decision-making in sustainable development, and believes that a good decision making process leads to sustainable decisions. He is an experienced facilitator and communicator, with a particular interest in participatory democracy, especially around questions of science, environment, urban planning and resource use. He has a Bachelor of Science and a MA in Journalism. Stuart is the most recent addition to the training team.

Vivien Twyford, Max Hardy, John Dengate and Stuart Waters are licensed to present the IAP2 Certificate Course on behalf of the International Association for Public Participation.



Training Coordinator

Michelle Balchin
phone: 02 4226 4040,
fax: 02 4226 4042
email: michelle@twyfords.com.au

Testimonials from past IAP2 Certificate Students

Working in an organisation that has over 1000 staff members provided challenges for public participation practitioners across the business because everyone came from different walks of life possessing very different skill sets and language for P2 work. Undertaking IAP2 training was the cornerstone for P2 culture change within our organisation. After the training, a diverse group of staff members were instantly able to 'talk' the same language and work from a consistent framework. This made a real difference to the understanding and culture of P2 across the organisation and in turn, within the community.

Amber James | Maroochy Shire Council, Queensland, Australia

Thank you John and Max and all the people at Twyfords who support us in our efforts here in the Western Australian Community Engagement Unit. Our work is about cultural and organisational change within government. The IAP2 foundations and principles taught in the Certificate Course keep us focused on our vision of "Sustainable Projects from Excellent Engagement". Many staff from the department have undertaken the training and draw from it daily. Twyford trainers provide a great network of support. We look forward to seeing this network built in WA."

Benita Cattalini | Department for Planning and Infrastructure, Western Australia