

Conflict in Engagement

Delivered by:



This ONE-DAY course explores the very risk factor that community members fear – change. Sometimes the community response is predictable and can be managed effectively because people feel heard. Sometimes the community response involves more groups that have strong views and let you know. Now is the time to upskill your awareness of how conflict builds and how to respond effectively.

Aim

The aim of Conflict in Engagement is to help those new to engagement understand conflict dynamics.

Objectives

The objectives of Conflict in Engagement are to:

- Identify the triggers and context for conflict in engagement scenarios
- Understand a range of strategies for responding to difficult situations and challenging behaviours
- Practise strategies to respond to difficult situations
- Demonstrate a range of strategies to anticipate, prevent and/or mitigate difficult situations or behaviours now and for the future
- As a facilitator of engagement activities understand your own role and manage your own behaviour and build personal resilience

Who should do this course?

- Practitioners who will implement parts of an engagement plan and who need to work with conflict
- Those who need to know the implications of conflict on their teams, workflows and delivery schedules
- Senior practitioners who will be responsible for determining the best course of action for the engagement project in the face of conflict

Delivery Modes: To maximise learning outcomes, delivery modes are not mixed:



1: In person face to face



2: Live in online classroom

Course Options: All courses receive an IAP2 certificate and can be completed with Aha! Consulting through:



1: In-house training (at your organisation)



2: Collaborative training (where you join other Aha! Consulting clients)

Pathways to the IAP2 Certificate in Engagement

There are 3 pathways to completing the IAP2 Certificate of Engagement with Aha! Consulting:



Aha! Consulting

For more information or to make a booking

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