



Ferret Mining & Environmental Services (Pty) Ltd.

Effective Stakeholder Engagement

A Training Course for Leaders, Managers, Consultants and People in Dialogue

July 14-18, 2008

Pretoria, Gauteng (venue TBA)

Discover how effective stakeholder engagement contributes to improved dialogue, decision-making and sustainable development! Internationally accredited public participation consultant and trainer, Antoinette Pietersen, introduces the theory and practice of this dynamic engagement process. Learn how stakeholder engagement consultants, executive decision-makers in public and private sector, project managers, research institutes, community based organisations and non-governmental organisations have succeeded in making better decisions for sustainable growth using effective planning, communication and techniques. Develop your skills to lead key steps in the stakeholder engagement process: plan, design and implement an efficient stakeholder engagement plan; learn how to deal with risk communication and learn how to apply different techniques to make your engagement process more focussed.

Schedule of Activities

Monday	Planning	08:00 am – 08:45 am	Registration
		08:45 am – 16:30 pm	(Lunch provided)
Tuesday	Designing your plan	08:30 am – 16:30 pm	(Lunch provided)
Wednesday	Communication	08:30 am – 16:30 pm	(Lunch provided)
Thursday	Techniques	08:30 am – 16:30 pm	(Lunch provided)
Friday	Selecting techniques	08:30 am – 15:30 pm	(Lunch provided)

Venue: TBA

For information call +27 (0)12 361-8716 or e-mail Antoinette@ferretmining.co.za

Stakeholder Engagement Trainer

Antoinette (Toni) Pietersen is one of only two internationally accredited stakeholder engagement (public participation) trainers in Africa who offers stakeholder engagement training to better equip companies, government, organisations, interested and affected parties and institutions to make better decisions for the future. Antoinette is licensed by the International Association for Public Participation (IAP2) to deliver courses that will improve stakeholder engagement practices by stakeholder engagement practitioners and consultants, executive decision-makers (public and private sector), project managers, research institutes, community based organisations and non-governmental organisations. She has more than 12 years' experience working in the stakeholder engagement field as process designer, strategic advisor, facilitator, project manager, writer and speaker. She co-authored a training guide on stakeholder engagement and presented the training workshop for the Southern African Institute for Environmental Assessment, trained participants representing SADC region from different walks of life and conducted training workshops for the South African chapter of the International Association for Impact Assessment.

The Stakeholder Engagement Course offers:

Module 1: 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.

Module 2: Effective Communication for Public Participation (1 Day)

Providing an overview of the communication skills used by stakeholder engagement 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, summarize and analyze feedback
- The principles of risk communication to avoid community outrage.

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

Module 3: 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.



Public Participation for Decision-makers (2 Days)

This two-day module provides an introduction to a range of practical tools and techniques for community engagement, including:

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

Note: This package can be tailor-made to suit Clients' needs and can be presented at Client's premises, if preferred. This course can be done independently from the three training modules. This course is not presented during the training course running from July 14 – 18, 2008.



Ferret Mining & Environmental Services (Pty) Ltd.

**Effective Stakeholder Engagement
July 14 -18, 2008**

Training Course Registration Form (Please print or type)

First Name & Surname		Title	
Organization			
Position			
Postal address		ZIP Code	
E-mail		Mobile	
Tel	()	Fax	()
Special food requirements			

Training Course Costs: (Includes all training materials, breaks and lunches)

Training Course	Before June 20th	After June 20th
Planning for Effective Stakeholder Engagement (2 days)	R4,200	R4,650
Communication for Effective Stakeholder Engagement (1 day)	R3,000	R3,200
Techniques for Effective Stakeholder Engagement (2 days)	R4,200	R4,650

Note: Contact our office for Group Rates of 5 or more.

Registration by Electronic Transfer (ET):

Ferret Mining & Environmental Services (Pty) Ltd
 ABSA Bank
 Current Account: 4057307609
 Branch Code: 632005

Terms and Conditions

- * Refunds: An 80% refund for cancellations up to 30 days prior to the training course; 50% thereafter. No refund or cancellations within one week of the training course.
- * Substitution Fee: R250 will be charged to substitute one person for another, once registration is received.
- * A minimum of 12 participants is required to guarantee the scheduling of any module.
- * Participants are responsible for their own accommodation/transport arrangements.
- * If 12 firm bookings with payment have not been received 21 days prior to the training, the training module will be cancelled. Full refunds will be made in such cases.

Fax completed registration form to +27 (0)12 361-8721

For more information call +27 (0)12 361-8716 or e-mail Antoinette@ferretmining.co.za