

Strategies for Complex Engagement

Do you respond and adapt to complex engagement contexts?
Can you apply a range of strategies to deal with complexity?
Looking for a deeper dive into complex engagement situations?

IAP2A's two-day Strategies for Complex Engagement course explores the characteristics of complex engagement: the root causes, potential strategies and implications of short-term and long-term engagement processes. It involves a "deep dive" into complex engagement and challenges participants to develop their thought and engagement processes to a new level. Focused on deep thinking and application of learning to practice, participants share experiences and thoughts, and consider complex, complicated and challenging engagement, the key differences, and approaches required for each set of circumstances. This is the only IAP2 Australasian course that teaches a range of strategies. You'll come away with a written plan for a complex engagement project that's been peer reviewed by professionals.



AIM & OBJECTIVES

Aim

The aim of Strategies for Complex Engagement is to apply, through working on an individual case study, strategies for responding to and adapting to complex, complicated and challenging engagement scenarios.

Objectives

The objectives of Strategies for Complex Engagement are to:

- Describe the characteristics of complexity within an engagement process and identify its sources and drivers
- Identify your role in complex engagement
- Map how complexity may change across a project or an organisation over time, and how an organisation's role may change
- Identify the triggers and mechanisms for change
- Identify the range of strategies for dealing with complex engagement and discuss when and how to use them
- Use critical thinking in selecting purposeful, context appropriate, responsive and iterative engagement strategies which meet the Core Values
- Design an engagement plan for complex engagement including robust strategies and risk management analysis.

Learning Outcome

By the end of this course you will design an effective engagement plan to implement strategies to meet complex engagement challenges.

Learn more or register at iap2.org.au

Content

What is Complex Engagement, drivers of complexity and complex systems

The Sources, Framework and factors of challenging engagement Assessing Risk

Challenging Assumptions

Strategies for Complex Engagement

Choosing Strategies

Building Robust Strategies

A Planning Tool

Project Preparation

Peer Review

Successfully implementing strategies and risk management

Tracking challenging engagement over time

The course includes pre-reading, a pre-course survey and case study preparation.

Who should do this course?

Strategies for Complex Engagement is aimed at experienced community and stakeholder engagement professionals (a minimum of 5 years' experience working in community and stakeholder engagement) with a broad range of experiences and projects.

Benefits

- Uses an individual case study or project to examine and explore the challenges of complexity in engagement
- Provides tools, strategies and templates
- Incorporates peer review and feedback opportunities



Trainer briefing March 2019

Learn more or register at iap2.org.au