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|  | Learn Great Practice Stakeholder Participation |
| What do you do when you want to catalyse change in a context of complexity, uncertainty, and different knowledge and values? Whether working within your organisation or with external stakeholders and communities, this training will help you understand great practice and learn essential skills and techniques. The training blends presentations, interactive sessions, solo and group work. Each session has an accompanying workbook for your notes. | |
| Session 1: Solid foundations  How do people behave when there is change afoot and they perceive a risk to their interests? This understanding provides the foundation for how to design and facilitate great practice deliberative dialogue. You will learn:   * Different types of negotiation behaviour, and the key that unlocks a solutions focus * Group and individual psychological barriers and solutions * Power – what types of power there are and why sharing power gets better outcomes * Levels of influence and the benefits of each | |
| Session 2: Trusted facilitation  What does great facilitation look like? What are the techniques for fair and inclusive conversations? You will learn:   * Why being neutral makes a difference * Key skills in encouraging cooperative behaviour * Transparent and trusted recording * Hints and tips for facilitating online | |
| Session 3: Facilitation techniques  Facilitation techniques are used to help people: share knowledge, foster systems thinking, brainstorm, prioritise/short list, test levels of support, and build consensus. You will learn:   * A suite of core techniques and how they work * A set of questions to review new techniques you come across * Techniques that foster systems thinking | |
| Session 4: Understanding the situation and stakeholder identification  Great practice starts with a thorough understanding of the dialogue context. You will learn:   * Questions to ask to scope the context * How to identify stakeholders in a fair and transparent way (and a popular but flawed method to avoid!) * Why stakeholder balancing matters and how to do it | |
| Session 5: Process design and architecture  The biggest flaw with most stakeholder participation is ad hoc disconnected engagement resulting in fragmented thinking and disempowered participants. You will learn:   * How to create a process with strong architecture and functional links between deliberative workshops and other engagement * Key steps and stages in a process * Things to consider in process planning | |
| Session 6: Deliberative workshops and session design  Too many workshop are dull, waste time and inadvertently foster power games. You will learn:   * How to design by using questions that apply parallel thinking and constructive framing * Things to consider when you match up questions with techniques * Detailed session planning so it all works in practice | |

About Dialogue Matters

We train people in what we do. That means we train authentically and with combined decades of real experience to draw on. Our commitment to great practice means we win awards and have an international reputation.

Established in 2000, this year is our 21st Anniversary. This is what we do:

* **Design and facilitate Stakeholder Dialogue**: over 120 stakeholder processes and nearly 250 workshops
* **Review and evaluate stakeholder processes:** evaluated 46 dialogue processes against best practice criteria and encouraged improvements
* **Research, innovate and advise**: commissioned research into engagement and empowerment on land and sea, youth engagement and knowledge-exchange; participatory research, advice to governments and organisations
* **Build capacity and train:** over 2,500 people in a range of courses

We work at all levels from local placed based projects to international strategic dialogue for example on water, climate, food security, and protected area or ocean management strategies. We are skilled at working across a variety of knowledge types, levels of tension, cultures and language differences, and across levels of education and status. To date we have worked in 28 countries in the UK, Europe, Middle East, Central Asia, Africa, India, South America and the Caribbean. Results of our work include:

* Better management of protected species and areas, wilding, nature/recreation management, green/blue infrastructure, regional seas, coral reefs, water and flood projects
* Better planning for climate change adaptations, renewable energy, food security, farming, and farm animal health
* More holistic and better informed, policy and research at national and international levels
* Researchers and environmental managers, instead of imposing their own decisions and provoking resistance, are skilled to makes decisions with people and build momentum for positive change

We think Systems Thinking is at the heart of addressing the nature and climate emergency and multi-stakeholder dialogue is the key to success. Great practice builds strong agreement, better decisions, greater momentum, gathers resources for action, and results in smoother implementation.

Trainers

Each session will be delivered by two trainers and a support person drawn from the following:

**Diana Pound BSc, MSc, CEnv, FCIEEM (IUCN Commissioner). Director, Senior Trainer and Facilitator**

Diana is an internationally respected and award winning expert and pioneer in Stakeholder Dialogue. She set up Dialogue Matters in 2000 to unblock situations and facilitate integrated thinking for better environmental management, climate change adaptation and conservation of nature on land or sea. Diana has also trained over 2000 people and provided advice to governments and international bodies on best practice. She has led DM to win multiple best practice awards, including CIEEM’s highly prestigious Tony Bradshaw Award for ‘outstanding best practice’. Diana’s personal accolades include the IUCN’s CEC Award for Excellence in West Europe (2019), Highly Commended in SocEnv’s UK Environmental Professional of the Year (2019), and finalist 2020.

**Joel Pound BSc. Deputy Director, Senior Facilitator, Trainer and Project Manager**

Joel is an accomplished Senior Facilitator, Trainer and Project Manager. He is also a PRINCE2-qualified Project Manager. He has excellent communication skills and a commitment to great performance. He can build rapport across cultures and ages. Joel has successfully managed projects for organisations such as the British Council, OSPAR Commission, Environment Agency, National Trust, Natural England, Defra, Greater London Authority and most recently an international climate dialogue for BEIS. As a trainer, Joel has run a number of highly appreciated training courses in the UK, France, South Africa, Montenegro, Anguilla, and India.

**Ross Freeman. BA, MSc. Climate and Nature Lead, Professional Facilitator, Online Methods**

Ross has changed career to help address the climate and nature emergency and brings to Dialogue Matters more than 10 years of leadership and management experience. He has a Masters’ degree in Sustainability and Adaptation, researching and exploring solutions to the climate change and biodiversity crises. In 2020 Ross lead DM’s innovation and is now leading our cutting-edge training and facilitating online. His drive and enthusiasm have enabled complex international dialogues to take place (for example global experts on climate change, Pan European strategy for protected areas, UKOTs green recovery) and he has now co-trained multiple online training courses.

Mitchell Rae BSc, MSc, Dialogue Process Support

Mitchell is the most recent member of the DM team, joining in late 2020. Mitchell has a background in psychology, the human aspects of nature management, and rewilding. Since joining he has already supported and helped organise online training and international dialogue.

[In the context of Covid – 19 we have accomplished and senior facilitators and trainers who can step in if necessary].

# Next Online Course Dates: 6th – 10th December 2021.

# Day 1 of the course is a full day

# Days 2 -5 of the course run for four hours each day (9:30 to 13:30)

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| Fees | Standard rate per person | Consultancies/  business rate per person |
| Includes 6 interactive sessions, two trainers, and a workbook. | £700.00 | £900 |
| VAT 20% GBP | £140.00 | £180 |
| Total with VAT GBP | £840.00 | £1080 |

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| Booking and Payment | |
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| **Booking** | * Courses book up fast so we recommend booking ASAP to avoid disappointment. * To book, save this form, fill it in and e-mail it back to us at: [training@dialoguematters.co.uk](mailto:training@dialoguematters.co.uk) | |
| **Payment** | * When we receive your booking we will invoice you or your organisation. * We accept payment by bank transfer (BACS) in Pounds Sterling. We regret we cannot accept credit/debit cards. | |
| **Deadline** | * **Full payment should reach us at least FOUR weeks BEFORE the course**. We operate a waiting list and if full payment is not received by this deadline we may offer the place to others. | |
| **Refunds** | * No refunds will be made if you cancel less than four weeks before the training. | |
| **Course cancellation** | * We reserve the right to cancel a course due to unforeseen circumstances. In this unlikely event we will offer a refund or alternative date without liability for any consequential or indirect loss. | |
| **Our contact info** | * **Dialogue Matters ltd** The Old Harness Room, Penstock Hall Farm, East Brabourne, Kent, TN255LL. +44 (**0**) 1233 813875 | |

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| Booking form (use tab key to get to next entry) | | | |
| **About you** | | **Payment information** | |
| Formal name/surname: | Click here to enter text. | Which dates? | **6th  – 10th December 2021**  **The first day is a full day, thereafter it will be each morning for 4 hours.** |
| Familiar/first name: | Click here to enter text. | Organisation | Click here to enter text. |
| Your email: | Click here to enter text. | Invoice Address | Click here to enter text. |
| Phone: | Click here to enter text. | Where did you hear about this training? | Click here to enter text. |
| Job Title: | Click here to enter text. | Discount ref if you have been send one | Click here to enter text. |
| What do you do? | Click here to enter text. | | |
| How will you apply what you learn? | Click here to enter text. | | |