

Learning & Development Programme

2017

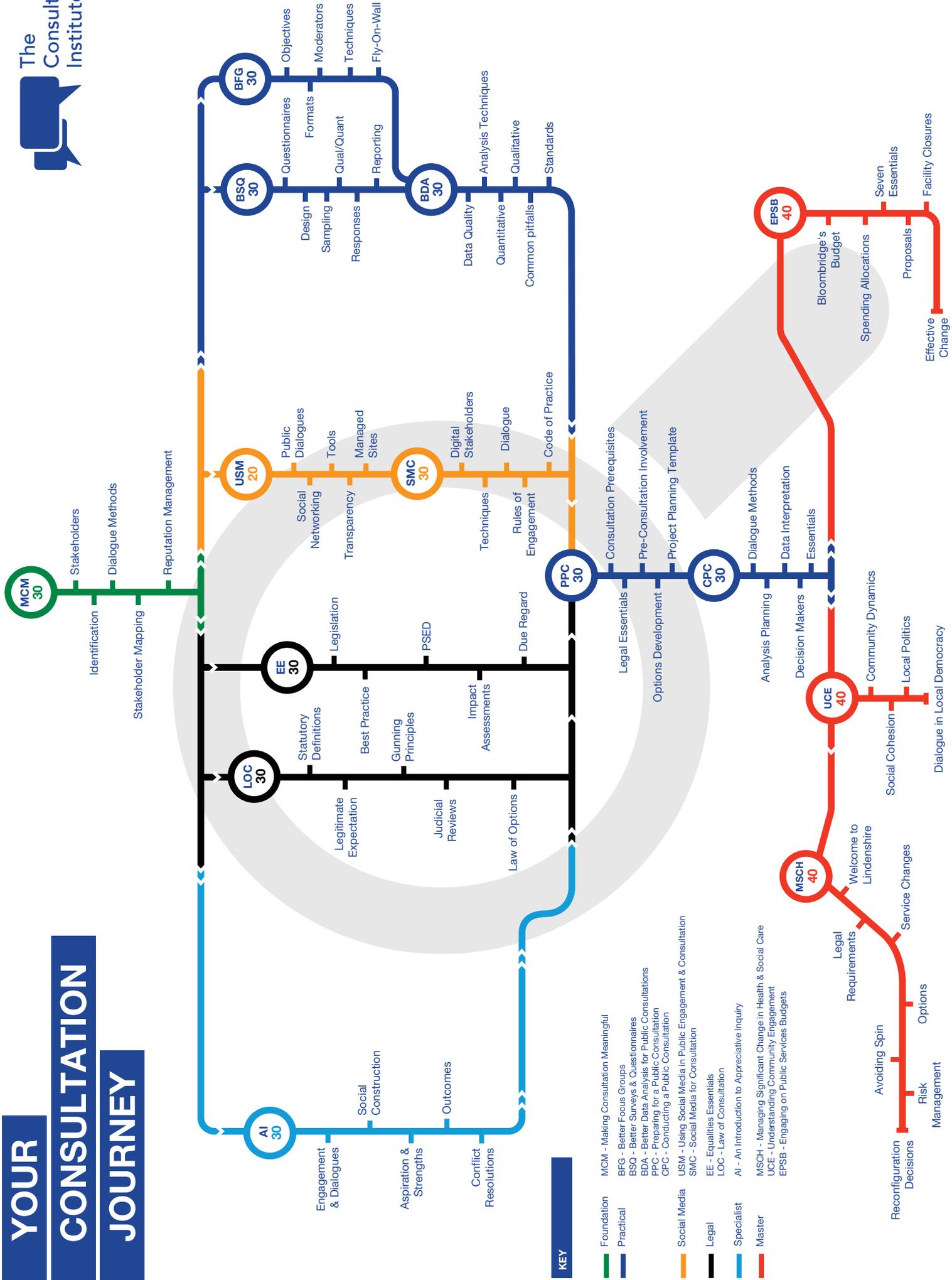


The Consultation Institute

YOUR

CONSULTATION

JOURNEY



- MCM - Making Consultation Meaningful
- BFG - Better Focus Groups
- BSQ - Better Surveys & Questionnaires
- BDA - Better Data Analysis for Public Consultations
- PPC - Preparing for a Public Consultation
- CPC - Conducting a Public Consultation
- USM - Using Social Media in Public Engagement & Consultation
- SMC - Social Media for Consultation
- EE - Equalities Essentials
- LOC - Law of Consultation
- AI - An Introduction to Appreciative Inquiry
- MSCH - Managing Significant Change in Health & Social Care
- UCE - Understanding Community Engagement
- EPSB - Engaging on Public Services Budgets

Welcome to tCI's learning and development directory

The World of public engagement and consultation continues to change with major challenges facing public bodies and others seeking to manage change in a turbulent and resource-constrained environment.

The Consultation Institute's programme of training courses continues to offer a wealth of professional development opportunities.

It offers training on essential practical skills alongside up-to-the-minute, authoritative courses on fast-developing subjects.

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The Way Forward

The fact that you're reading this is a good thing; it clearly demonstrates your commitment to progressing your consultation & public engagement career (or the careers of your team members) and continuing the journey towards a world class performance, using *best practice* tools and methods.

It doesn't really matter where you are in your career right now, what's important is where you want to be – because if you want a long and prosperous career in this environment, you can never afford to stop learning.

Get qualified

tCI's unique training portfolio is here to guide you towards a tCI recognised qualification, the Certificate of Professional Development (CPD) and Advanced Practitioner Certificate (APC) which will make a real difference to your career.

The tCI learning and development programme provides engagement & consultation professionals with a structured training plan and progression route.

Holding a tCI qualification proves your competence and commitment to improving skills and knowledge in consultation services and techniques.

In addition to the tCI qualifications, we also offer one-day learning events; designed to help you get the best from everyone in your team with programmes catering for every level.

Why choose tCI?

tCI is in a unique position. We not only create the standards upon which the tCI qualifications are built, we also deliver the training courses. All of our courses are taught by extremely experienced and sought-after trainers who combine vast knowledge and experience with the latest learning techniques. That's why we are the choice of so many of those involved in public engagement & consultation.



Meet the Trainers

tCI courses are delivered by experienced tutors who combine years of hands-on consultation knowledge and experience with the latest learning techniques.

Quintin Oliver

Institute Chair & Associate

Quintin is a successful serial social entrepreneur having helped set up and develop many initiatives over four decades, from the European Youth Forum and Neighbourhood Energy Action (NEA) in the 70s, through Clydeside Action on Asbestos and the Northern Ireland Council for Voluntary Action (NICVA) in the 80s, the 'YES Campaign' for the N. Ireland referendum on the Good Friday (Belfast) Agreement and his own political consultancy Stratagem in the 90s, followed by the Consultation Institute and DemocraShe in recent years. He serves as head of the International secretariat for the Helsinki Iraq project, taking Iraqi leaders to a forest in Finland, and advising on progress in Iraq itself. The common thread through all his activities is a search for social justice, change and a more participative democratic society, which is where consultation fits in, as a vehicle for active citizen engagement and a responsive state. He chairs the Consultation Institute Board, and keeps his hand in as trainer, facilitator and consultant on special projects across the UK and Ireland. Quintin lives and works in Belfast, N. Ireland. Quintin also regularly delivers in Belfast : Consultation Before and After, Managing and Measuring Public Engagement, Better Stakeholder Dialogues, Better Public Events.

Elizabeth Gammell

Institute Director of Standards

Elizabeth undertakes major training development projects and organises in-house training delivery projects. She regularly co-delivers Consultation Before and After and Managing and Measuring Public Engagement and Law of Consultation. She also undertakes Compliance Assessments, both as Advisor and Assessor and is co-author of "The Art of Consultation" the first book written on public consultation.

Rhion Jones

Institute Director & Associate

Rhion is co-founder and Programme Director of the Consultation Institute and, over eleven years, has developed this not-for-profit best practice organisation into one of the most respected and authoritative players in the field of public engagement and participation. Rhion is in demand as an entertaining Keynote Speaker and thought provoking.

Rhion undertakes major training development projects and organises in-house training delivery projects and regularly co-delivers: Consultation Before and After, Managing and Measuring Public Engagement and Law of Consultation. Rhion also undertakes Compliance Assessments, both as Advisor and Assessor and is co-author of "The Art of Consultation" the first book written on public consultation.

Nicholas Duffin

Institute Associate

Nick has over eight years experience of facilitating and promoting engagement, participation and consultation with ethnic minorities and cultural and religious communities.

Nick specialises in providing training, support and consultancy needed to tackle migratory and severe social problems in minorities, including violent extremism. A new addition to his spectrum has been to develop and analyse social enterprise capacity building – primarily adapting funding reliant minority charities to effective social enterprise for sustainability.

He regularly delivers: Managing Significant Change in Health & Social Care, Equalities Essentials, Engaging on Public Service Budgets and in-house course Law of Consultation: Practical Implications.

Amanda Murrell

Institute Associate

Amanda Murrell has over 20 years experience working with the public, private and voluntary sectors. She is a trainer, facilitator and coach with specialist expertise of involving individuals, community groups and stakeholders to influence service development. She has the skills to tailor her approach to diverse audiences and has many years experience delivering at grass roots level.

She has worked with central government advising on resident engagement and best practice principles of consultation. Her work in the delivery of innovative consultation with the Woodberry Down regeneration project in Hackney and communications to diverse audiences, gained recognition and reference internally and externally from central government in the Communities and Local Government Green Paper 2007, Homes for the Future: More Affordable, More Sustainable.

She regularly delivers: Making Consultation Meaningful and Understanding Community Engagement.

Sherry Fuller

Institute Associate

Sherry Fuller is a consultant specialising in strength-based working and generating change through dialogue. Through her business Fuller Inspirations, Sherry offers professional coaching, ready-made and bespoke training, engagement planning and facilitation, and support with service redesign. As a fully trained practitioner, Sherry applies the principles of Appreciative Inquiry to all her work. She has a keen interest in enabling people to co-create change; working with communities and young people to equip them with the skills to play an active role.

Barry Creasy

Institute Fellow

Barry Creasy has 32 years' experience in data and information-gathering, through running consultation, evaluation and research exercises. He has considerable expertise in the methodologies associated with these areas, including: organising and facilitating meetings; running seminars and focus groups; conducting research and evaluation interviews; and writing and analysing questionnaires. He began his consultation experience at the Agricultural and Food Research Council, running written stakeholder consultations. In 1987, Barry joined The Secondary Examinations Council (eventually the Qualifications & Curriculum Authority), where he spent 19 years as a researcher, evaluator and consultant, involved in such major exercises as the 1994 national 'Dearing' consultation on the curriculum (for which he ran over 100 teacher consultation seminars and focus groups), and manager of the Monitoring Curriculum & Assessment project. Barry also regularly delivers: Better Focus Groups, Better Surveys & Questionnaires, Better Data Analysis.

Rosa Curling

Solicitor

Rosa Curling is a solicitor in the human rights department at Leigh Day. She specialises in public law, particularly judicial review and human rights cases. She has been instructed in many legal challenges to UK national bodies, for example, government departments, regulators, the NHS, local authorities, as well as international bodies, for example, the European Council and the Turkish government. She acts for claimants on a variety of issues including public international law, international criminal law, health, education, community care, corporate responsibility, the environment, discrimination, unlawful detention, freedom of information, 'the right to life' and 'the right to die'. Rosa also co-delivers Law of Consultation.

Jonathan Bradley

Institute Fellow

Jonathan Bradley is a Director and founder of Participate TM – a social communications agency specialising in public engagement and consultation. As an Approved Partner of The Consultation Institute, Participate promotes best practice, and adheres to the Institute's standards and principles in all aspects of its work.

Jonathan has over 10 years experience in market research, public engagement and consultation, and was previously a Research Director at BMG Research. His expertise lies in public engagement methods, consultation compliance assessments, new media and on-line communications, deliberative methods, facilitation and engagement strategies. He also regularly delivers: Using Social Media in Public Engagement & Consultation, Social Media for Consultation, Making Consultation Meaningful and in-house Law of Consultation: Practical Implications.

Davy Jones

Institute Fellow

Davy Jones has worked for public services for over 20 years. Since 2007 he has been freelance, specialising in public engagement, participatory budgeting, Local Strategic Partnerships, partnership working and performance management. He is also a recognised national commentator on the developing policy context for local public services.

Prior to this, Davy worked for over eight years for the Audit Commission on several key areas including national performance indicators for local authorities, leading on the widely acclaimed Area Profiles project, and most recently leading the Commission's work on citizen involvement and reporting for CAA. He previously worked for over 11 years in three London councils in corporate and housing policy. He regularly delivers: Engaging on Public Services Budgets and Preparing for a Public Consultation

David Jones

Institute Fellow

With over 34 years service in local government David has extensive operational and strategic management experience at directorate level within local authorities. In 2002 David moved to the Convention of Scottish Local Authorities (COSLA) as Special Adviser on Modernising Government and Young People. He also co-ordinated the acclaimed National Dialogue Youth initiative in partnership with all 32 local authorities.

In 2006/2007, David worked as a Ministerial Adviser reviewing the Scottish Executives policies and practices on civic participation and community engagement, developing papers for consideration by the Scottish Cabinet.

Since leaving local government in early 2008, David has established his own consultancy to support organisations develop their capacity to engage with communities and particularly young people. David regularly delivers in Scotland: Better Stakeholder Dialogues, Better Focus Groups, Consultation Before & After and Evaluating Public Engagement.

Paul Parsons

Institute Associate

Paul is a vocal champion of good communication with 14 years of experience in promoting and facilitating engagement, participation and consultation with people who live with disabilities, people who have English as a second language, and people who are deaf, blind, or deaf and blind.

A public engagement and campaigning specialist, Paul has been a Policy adviser to the Welsh Government, director of marketing and communications at an Ofqual regulated qualifications body, director of the UK regulator of Sign Language interpreters, and a senior NHS communications and engagement manager. He has long-standing interests in policy, social justice and equality issues that have led him to paid and voluntary work for organisations as diverse as RNID, Prince's Trust; LGB Switchboard; and several substance misuse and homelessness charities.

Paul specialises in widening participation using accessible communication techniques to engage people and communities who some services described as 'hard to reach'. He brings that experience to organisations who are concerned about meeting their legal obligations and excited by the opportunities new approaches and new audiences bring to their business objectives

He regularly delivers: Preparing for a Public Consultation.

Foundation



Right up to date, the one-day, high-intensity course is an eye-opener for consultation professionals working in the public sector or with public policy.

Making Consultation Meaningful

previously Better Stakeholder Dialogues

Right up to date, this is a one-day high-intensity eye-opener for consultation professionals working in the public sector or with public policy. Mostly focused on solving known problems of consultations which fail to live up to their potential, with a tried and tested group exercise built to help participants focus on the choice of consultation methods for different scenarios.

Who is it for?

Ideal for consultation professionals working in the public sector or with public policy.

Course Aim

- Identify and understand stakeholders and matching dialogues to them
- Learn the value of Stakeholder Mapping
- Focus on solving known problems that occur in consultations
- Put theory into practice

Key Learning Points

- Why consultation is such an important part of public affairs today and is here to stay
- What a *best practice* consultation looks like
- How to deal with consultation risks and avoid the elephant traps
- The importance of stakeholder mapping
- The art of selecting the right dialogue methods for your consultation
- The importance of standards
- At the end of the day participants will have worked through a real life consultation example allowing them the opportunity to identify risks and bad practice.

Course Details

course dates:

visit www.consultationinstitute.org

£295 + vat

£195 + vat tCI member

Book VENUE SAVER and receive £50 discount



30 CPD Credits



IN HOUSE TRAINING

Suitable for a group of 8 or more saving you time and money

Please ask for details

✉ info@consultationinstitute.org

☎ +44 (0) 1767 318350

“This was a very useful course which I wouldn't hesitate to recommend as a practical introduction to conducting a consultation.”

Laura James
Consultation & Engagement Manager
London Borough of Hounslow

“Very interesting & inspiring delivery. Excellent group discussion and involvement of individuals.”

Amanda Brikmanis
Patient Experience Manager
NHS North Derbyshire CCG

“The course helped my focus on how we present our services and make them relevant to clients.”

Eleri Lewis
Account Manager, Canta

Practical



These hands-on practical courses offer tools and techniques designed to better your overall quality of surveys, focus groups, data results and public meetings. These courses will give you alternative ways to improve your overall delivery and final results.

Better Focus Groups

This is a course where the emphasis is on the use of Focus Groups in public consultation and participation, rather than as a market research methodology. It is not just about organising such events, it also teaches facilitation, using a specially-prepared film of a genuine Focus Group.

So be a fly on the wall - watch and listen to an actual Focus Group and observe the all-important skills of Facilitation/ Moderation. Spot the deliberate mistakes!

Who is it for?

Anyone interested or involved in public engagement & consultation or public policy and wants to learn techniques and broaden their knowledge - fast!

Course Aim

- What are Focus Groups & when do we use them?
- Appreciate the role and value of using Focus Groups
- Focus on practical skills and their application
- Identifying and formulating the right questions

Key Learning Points

- Establishing appropriate aims and objectives
- Assess when and why it is appropriate to use Focus Groups as a method of public engagement
- Moderating Focus Groups
- Practical applications

Every delegate also receives a free copy of Effective Focus Groups – a book in the Institute’s Signposts series, worth £12.00.

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“Lots of practical useful information, video was especially interesting to view Focus Groups in practice.”

Claire Pullen
Community Engagement & Partnership Manager
East Hertfordshire Council

“Good group, relaxed but professional environment. Relevant content, good examples, pointers and useful information to take away. Great course - thank you.”

Marie Rose
Senior Consultation
Northamptonshire Police & Crime Commissioner

“Really useful and practical. Lots of space for questions and good to talk to others doing similar jobs.”

Daniel Jackson
Senior Project Officer
The Campaign Company

Better Surveys & Questionnaires

A hands-on practical course on using survey techniques in the context of public and stakeholder consultations, and public engagement generally.

It covers basic questionnaire design techniques, but goes further to consider when and how to use these methods. Included are five short workshop sessions which help bring the topics to life.

Who is it for?

For those interested or involved in public engagement & consultation or public policy and want to learn the techniques and broaden their knowledge - fast.

Course Aim

- To raise participants awareness of the difficulties and issues involved in designing a good questionnaire
- To provide participants with the knowledge to be able to create their own high quality survey and questionnaire
- Consider when and how to use these methods

Key Learning Points

- Have a greater awareness of the different aspects of questionnaire design techniques
- How to combine questions in to a meaningful questionnaire
- The impact of question wording, response formats and question sequence

Every delegate also receives a free copy of **Effective Surveys & Questionnaires** – a book in the Institute’s Signposts series, worth £12.00.

Course Details

course dates:

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“The content of the course is very relevant to my role. The pace, style and exercises were very useful, informative and suitable for embedding knowledge.”

Ann Breslin
Policy & Research Officer
Charity Commission for Northern Ireland

“Good mix of information & group work, very well facilitated. I enjoyed the group discussion; challenging & being challenged.”

Annette Haigh
Community Engagement Officer
Kent County Council

“This course compliments the Better Data Analysis course. Good tips and group exercises.”

Nathalie Calonnec
Policy Officer
Hertfordshire County Council

Better Data Analysis for Public Consultations

This course aims to offer participants a detailed insight into the issues and challenges inherent in the use of data collected by public engagement and consultation engagement exercises and their presentation to decision-makers.

Who is it for?

Ideal for consultation professionals who have a good general understanding of public engagement & consultation or public policy and want to learn, or improve techniques and knowledge.

Course Aim

- Help to understand the range and variety of data
- To provide participants with the knowledge to be able to make sense of the data and spot common pitfalls
- Fully equip participants with the skills and confidence to analyse and report

Key Learning Points

- A better understanding of what are the biggest challenges when analysing data from a public engagement exercise
- Participants will have gained the skills necessary to confidently analyse and report
- The tools and techniques for being more efficient and effective in your analysis

Course Details

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“For my job role, most relevant and informative session so far. Again a tCI course that helps me to build a far greater understanding of the subject.”

Simon Grant
Field Support Officer, Post Office

“Having no practical experience in conducting stat analysis. I found this course gave me ample knowledge to start conducting and monitoring analysis.”

Ffion Wyn James
Canta

Preparing for a Public Consultation

Does the thought of preparing for a public consultation appal/terrify/excite you?

Is this something you've never done before and are wondering where and how to begin? Or, have you been involved in the pre-consultation stage before, but know it could have been a much more effective exercise leading to a better overall consultation?

In recent years, the pre-consultation period has become increasingly important and now seen as a critical stage in a *best practice* exercise. It is a difficult stage to negotiate properly and many consultations have suffered because mistakes were made at this time.

This one-day course tackles challenging issues through a worked example to illustrate potential pitfalls; it provides delegate with solid techniques to arrive at well-considered options and a properly organised exercise.

Who is it for?

Ideal for consultation professionals who have a good general understanding of public engagement & consultation or public policy and want to learn, more about pre-consultation *best practice*.

Course Aim

- Captures the Institute's experience of pre-consultation *best practice*
- What drives pre-consultation?
 - Stakeholder expectations
 - Your options/choices
 - Change management
- **Groups exercises** on how to avoid pre-determination and who should be involved at the pre-consultation stage
- How you can most effectively tell the "story" of a proposed consultation: learn about the Institute's "**6 Key Ingredients**" of a consultation document and consider them using an illustrative exercise
- **Six Stages of Scoring & Weighting** (with an illustrated worked example) to help in the options development
- Consider the **12 Key Activities/Project Milestones** and see them shown as a Gantt chart

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Key Learning Points

- Your Statutory obligations and Common Law requirements
- How you move from a number of scenarios towards what will actually become **options** for consultation
- How an **Issues Paper** can help
- How can you determine who should be involved at this critical stage

“Very useful, informative perspective for me as a consultee to understand how a consultation is prepared and planned. Lots of information to digest.”

Orla Major
Public Sector Partnership Manager
The Prince's Trust

“Very useful course, can imagine many scenarios where I will be able to apply what I have learned. I will be forever analysing in the future. Thank you!”

Anona Hoyle
Public & Patient Engagement Officer
NHS Bedfordshire CCG

Conducting a Public Consultation

This dynamic course will focus on the essentials of a good public consultation.

Who is it for?

Ideal for consultation professionals who have a good general understanding of public engagement & consultation or public policy and want to learn more about *best practice* consultation.

Key Learning Points

- Dialogues methods old & new
- Analysis Planning
- Data Interpretation
- Getting your message to decision makers

Dates to be announced Spring 2017

Course Details

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Social Media



Helping you understand how and why social media is such an important dialogue method for consultation, these courses will take you through set up to best practice use of social media as an engagement tool.

Using Social Media in Public Engagement & Consultation 2.0

Using Social Media for Public Engagement 2.0 is an “up-to-the-minute” course for people who want to keep up with the changing influence of social media on public engagement. It’s for consultation and communications professionals, campaign teams and anyone seeking to engage people in open debate about change, incorporating latest developments in social media.

Who is it for?

This course is suitable for people who already have an understanding of social media, as a tool for public engagement, who want to test out their thinking and get up to date with the latest developments. But it is also designed for those seeking a crash-course, who know a little but want to raise their game quickly.

Course Aim

During the course we focus on theory and tactics of successful social media engagement. We share out understanding of the latest success stories, new technology and “under the bonnet” changes to social media technology. And we do this to help you to be more effective at getting people involved in public dialogues, consultation and community engagement.

Key Learning Points

- Connecting with individuals and organisations, locally and nationally, to help you build effective engagement campaigns
- Creating engaging content to help you to disseminate information, engage stakeholders and encourage interaction across social networks
- Using technology to work in teams and inject information into conversations to achieve your engagement objectives
- Becoming the established source of credible information about your project
- Driving people to your own community engagement website, to carry on your conversation and/or complete formal consultation surveys
- Using paid engagement (e.g. Facebook advertising) to get your message to target audiences and engage them in your project
- The latest developments in social media, how to benefit from them and how to avoid common mistakes
- Measuring the impact of your social media campaigns

Course Details

course dates:

visit www.consultationinstitute.org

£295 + vat

£195 + vat tCI member

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20 CPD Credits



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“An excellent course – very useful for my job and will be using what I’ve learnt today as soon as I get back in to the office”. “Learnt so much today – thanks.”

Nicky Mawer
Head of Communications
Leicestershire Partnership NHS Trust

“Fantastic course content - will be invaluable to me in my new role as Business Development & Co-ordinator. It has helped to provide focus for social media strategy for my business going forward.”

Stephanie Quinn
Antony Aspbury Associates

Social Media for Consultation

Social media has now become an accepted dialogue method for most stakeholders. However, too many are not prepared for the effect this has had on our ability to deliver *best practice* consultation and high quality public dialogues.

Social Media for Consultation is a unique, contemporary course that aims to address how organisations should manage social media for consultation.

Who is it for?

Designed for people who have some social media knowledge and wish to raise their game or understand more about emerging *best practice*.

It is an excellent step-up for those who have attended the Using Social Media for Public Engagement & Consultation course.

Course Aim

This course aims to respond to this problem by addressing the following:

- Why social media needs to be integrated into public policy dialogues
- Why you need to include social media responses in your final report (or the importance of deciding if they are in or out)
- How to find and profile your digital stakeholders so that you can engage and communicate effectively
- The importance of dealing with misinformation
- The role of the 'custodian' of the consultation process
- How to prepare and manage your social media engagement (during a consultation)
- Managing risks, social media mediation and maximising participation
- Analysing social media responses
- Preparing an integrated social media campaign

Key Learning Points

- The key messages in tCI's Code of Practice or Using Social for Consultation
- What procedures need to be integrated into current consultation practices to include social media
- Digital stakeholder mapping and why outreach is very important
- How the Code of Practice can help you manage social media properly during a consultation

Course Details

course dates:

visit www.consultationinstitute.org

£375 + vat

£265 + vat tCI member

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"As I attended the introductory course 'Using Social Media in Public Engagement & Consultation, I was not sure what to expect. I am pleased to say it was totally relevant to my role. Jonathan has a relaxed easy to understand way of getting the point across and I wouldn't hesitate to recommend to anyone embarking on this route."

Claire Pike
Bracknell Forest Council

"Great to learn about online tools and resources to help us understand our stakeholders and analyse conversations on social media. I'm inspired to start using my knowledge in my next project and day-to-day social monitoring. Enjoyed the 12 situations exercise; got me thinking about potential crisis situations."

Amy Egan
Consultation Officer
NHS Midlands and Lancashire CSU

- Dealing with misinformation, disinformation and the role of custodian of consultation
- How to do social media analysis for consultation reporting

Legal



Keep up to date with current equalities developments and the risks of legal challenges. Essential awareness raising for those who's job role is to consult the public – and do so lawfully.



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Equalities Essentials

Understanding Equalities Requirements when Managing Significant Change and Avoiding Legal Challenges.

Against the back drop of a new government, speculation about the future of equalities and human rights and increasing challenges to consultations on equalities grounds. This course clarifies the duties public bodies must continue to observe, how legal precedent is making fulfilling the duty more exacting and how to ensure safe compliance.

Who is it for?

This course is a must for anyone contemplating service changes and/or commissioning. Based on what is learned from legal challenges it clarifies how equalities analysis should be undertaken; risk analysis, relevancy testing, impact investigation and how to present what is learned in a manner that reduces the risk of challenge.

Course Aim

- Examine what might be changing in the Equalities agenda and legislation and the potential impact
- How equalities is relevant to processes of change management through the Public Sector Equality Duty (PSED) & what it asks of public servants to undertake.
- Demonstrate PSED requirement link with principles of engagement & consultation.
- Introduction on how to undertake effective Equality Analysis in light of new requirements and examine where legal challenges are proving successful.
- Introduce better concepts of managing Equalities engagement to reduce duplication of activities and the need for expensive consultations.

Key Learning Points

- Keep abreast of current equalities developments Manage risks and minimise the threat of legal challenges.
- Understand the latest legal position and most current legal challenges to service change.
- Learn how consultation best practice and equalities requirements support each other, to deliver robust change management.
- Investigate what it takes to build a good equalities analysis, as required by current legislation.
- Participants will be in no doubt of how to ensure the 'due regard' duty is fully met.

Course Details

course dates:

visit www.consultationinstitute.org

£295 + vat

£195 + vat tCI member

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“A very engaging course from start to finish. The Equality Analysis section is particularly useful to me as a Policy Officer.”

Paul Williams
South Cambridgeshire District Council

“A very good overview of legislation and best practice.”

Tanya Sturman
Policy Manager
Forest Heath District Council

“This course will also complement my next training session on Managing significant change in Health & Social Care.”

Paul Drury
Programme Officer
Lincolnshire County Council

Law of Consultation

Few training courses require as much updating as this important one-day course on the Law of Consultation! The reason is simple. There is a continuous stream of judicial reviews with Judges regularly developing a body of law that needs to be familiar to everyone working in public engagement.

The course will normally be delivered by Rosa Curling, Solicitor at Leigh Day who is highly experienced in the Law of Consultation and Rhion Jones LL.B, Programme Director, tCI.

Who is it for?

Delivered with a high profile lawyer who is highly experienced in the Law of Consultation, this course is essential awareness raising for local government officers, NHS Managers, Police and Crime staff and a myriad other public sector roles where it is increasingly essential to consult the public – and do so lawfully. Anyone involved with planning or infrastructure development will also find it 100% relevant – as will community groups and third sector organisations who frequently have to focus their time and resources on responding to consultations.

Course Aim

The course covers the role played by the law, key provisions from legislation and explores lessons from 20-30 cases. Participants have the use of specially prepared Case Notes covering the most important recent precedents. They will also enjoy an entertaining group exercise in which they can test their understanding against an up-to-date realistic service rationalisation scenario.

Key Learning Points

- Understand what a Judicial Review is
- Learn about the Gunning Principles
- Hear about different cases in which consultation has featured

“The second time I have done the course, was very very useful.”

David Sibert
Fire Safety & IRMP Advisor
Fire Brigade Union

Course Details

course dates:

visit www.consultationinstitute.org

£495 + vat

£365 + vat tCI member

Book VENUE SAVER and receive £50 discount



30 CPD Credits



IN HOUSE TRAINING

Law of Consultation: Practical Implications

Suitable for a group of 8 or more saving you time and money

Please ask for details

✉ info@consultationinstitute.org

☎ +44 (0) 1767 318350

IN-HOUSE COURSE/ WORKSHOP

Law of Consultation: Practical Implications

We are now able to offer a special variant of this course with the emphasis firmly on the practical implications of the many Court decisions we have scrutinised. Delivered by some of the Institute's highly experienced Associates, and will provide ample opportunities for detailed discussions about the application of the legal rules to the client's own environment.

For more details contact Martin Roach, tCI Account Manager, 01767 318350

“Really useful course, it seemed to be tailored exactly to what I wanted to know. Rhion was very engaging & good at making the subject interesting. Having Rosa was really valuable - great to hear from a lawyer involved in these cases.”

Carla Seabury
Insight & Consultation Officer
London Borough of Waltham Forest

Specialist



Keep abreast of current developments, investigate and learn in one of our specialist courses. Develop key skills through exercises you can take away and implement in your consultation processes.

An Introduction to Appreciative Inquiry

Appreciative Inquiry makes for faster and more sustainable solutions. The cross-cutting nature of so many problems facing public bodies etc means that traditional methods may no longer work as well.

Appreciative Inquiry has become a popular approach used extensively to creatively address challenging problems and involve people in a positive way.

Who is it for?

Ideal for those who deal or engage with citizens, volunteers and stakeholders in a process to improve an aspect of activity or manage a change process.

Course Aim

Drawing upon Sherry Fuller's practical experience in applying this highly effective technique, this course will help people approach service change in a more imaginative way.

Working on such diverse issues as:

- Mental health
- Road safety
- Disabilities
- Strategic partnerships
- Other examples will feature in the course

Key Learning Points

- Learn how to leverage the maximum benefit from stakeholder consultation as a driver of sustainable improvements
- Improve working relations/conflict resolution
- Participants will leave the course with a better understanding of how to create processes they wish to use to effect and achieve their goals.

Course Details

course dates:

visit www.consultationinstitute.org

£295 + vat

£195 + vat tCI member

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“Great to have lots of training which is so relevant and fun too! Thank you for a brilliant and useful session.”

Helen Butcher
Research and Consultation Officer
West Sussex County Council

“Very relevant and the trainer is very knowledgeable; an excellent course.”

Pamela Larmour
Research & Statistics Manager
Council for Curriculum Examinations & Assessments

Master



Develop your working knowledge in our tCI Masterclasses, succeed with our topic relevant classes and further your knowledge in key areas of consultation.



The
Consultation
Institute

Managing Significant Change in Health & Social Care

There is scarcely any part of the NHS that does not face serious reconfiguration in the coming years and Local authorities are facing similar upheavals. But how many of those likely to be involved have the essential know-how and understanding to succeed in such challenges?

In particular, how many managers, clinicians and local authority leaders are really familiar with the required consultation and engagement processes they will have to implement?

Remember also that disclosures including the Mid-Staffordshire review have illustrated the need to listen to patients and public. They raise the bar for all consultations in the future.

Who is it for?

- Health & Social Care professionals who undertake consultation or pre-engagement
- Aimed at decision makers involved in the process of change management
- Those involved in over-seeing re-configuration of services and rationalisation of services
- Councils - Health & Social Care
- Councillors
- Chief Executives
- Social Services
- Commissioning Support Unit (CSU)
- Clinical Commissioning Groups (CCGs)
- Foundation Trusts

Course Aim

Using exercises and chronology, participants will work with a realistic end-to-end consultation simulation 'Lindenshire' helping you to understand how you should put everything into place and practice.

Consider the problems and issues arising when significant change is proposed in the Health & Social Care sector including:

- Chronology of events: inception to decision making
- Discuss potential pitfalls
- Solutions to the problems
- Help to avoid the traps that might lead to a legal challenge/judicial review

Course Details

course dates:

visit www.consultationinstitute.org

£375 + vat

£265 + vat tCI member

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“Very good examples and relevant scenarios used to aid discussion thinking in the session - very current which is appreciated! Really knowledgeable trainer - very enjoyable.”

Caroline Lees, Associate Director, Corporate Governance, NHS St Helens CCG

Explore

- The importance of *best practice* pre-consultation engagement
- How to develop your options to ensure a more successful consultation & outcome
- Understand the obligation for Equalities Analysis and the duty to have Due Regard
- Undertaking consultation to *best practice* standards and to avoid the risks of a legal challenge
- Consider the influence politics and the media can have in making change management more complexed.

Key Learning Points

- Pre-consultation engagement
- Option Development
- Equalities Analysis and the duty to have Due Regard
- Formal consultation to *best practice* standards
- Risk management - handling public objectives and complexities of politicians and the media

Managing Significant Change in Health & Social Care

Northern Ireland

There is scarcely any part of the Health system in Northern Ireland that does not continue to face serious reconfiguration and service change in the coming years.

But how many of those likely to be involved have the essential know-how and understanding of how to navigate such challenges with the bar to success having been raised in the last two years? In particular, how many managers, clinicians and patient representatives are familiar enough with the required consultation and engagement processes they will have to undertake, that they are confident they can successfully manage risk. Increasing public hostility and intolerance of change, perceived as austerity-driven service cuts, requires greater assurance and confidence on the part of consultants. Remember also that disclosures including the Mid-Staffordshire review, and the Bengoa review have illustrated the need to listen to patients and the public better. They raise the bar for all consultations.

Who is it for?

- Health & Social Care professionals who undertake consultation or pre-engagement
- Aimed at decision makers involved in the process of change management
- Those involved in over-seeing re-configuration of services and rationalisation of services
- Council Officers
- Councillors
- Chief Executives
- Social Services
- Foundation Trusts

Course Details

course dates:

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- Equalities Analysis and the duty to have Due Regard
- Formal consultation to best practice standards
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Course Aim

Using exercises, participants will work with realistic a end-to-end consultation simulation called 'Lindenshire' helping you to understand how you should put everything into place and practice.

Consider the problems and issues arising when significant change is proposed in the Health & Social Care sector including:

- Chronology of events: inception to decision making
- Discuss potential pitfalls
- Solutions to the problems
- Help to avoid the traps that might lead to a legal challenge/judicial review

Understanding Community Engagement

“To Engage or Consult” that is the question.

A management game to explore current *best practice* in community engagement and consultation.

Who is it for?

Public engagement professionals working for a wide variety of bodies in the public, private or third sector.

Functional service Managers delivering in the public space.

Consultants advising on projects and developments in the public space.

Course Aim

To raise participants awareness of new and popular techniques of involving the public on difficult issues.

To understand the dynamics of ‘*continuous engagement*’, ‘*co-production*’ and other techniques.

To provide a safe space for participants to explore alternative approaches to public engagement problem-solving.

To explore the difference between ‘engagement’ and ‘consultation’ and the way they interact with each other.

Key Learning Points

The demanding standards of public consultation and the occasions when public *engagement* can morph into *consultation*.

The circumstances when different approaches to public engagement might work best.

The role of political and community leaders in developing a culture of public engagement.

Course Details

course dates:

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“A good course with a clear overview of community engagement practice. Case studies are helpful to show real world examples.”

Grant White,
Lead for Enterprising Communities,
West Lindsay

“I found this to be a really useful and informative course. There is a good mix of theory and the case study to put it into practice.”

Hardeep Dhillon,
Communications Manager,
NHS Walsall CCG

Engaging on Public Services Budgets

An in-depth exploration of how local authorities should engage and consult their stakeholders and the general public when budgets are under extreme pressure and services are having to be rationalised or withdrawn.

As in other Masterclasses this is a Management Game using the tried-and-tested mythical town of 'Bloombridge' to explore issues affecting public engagement and consultation. Those who have attended Consultation Before & After (CBA) and Managing and Measuring Public Engagement (MMPE) will be interested to see how it copes with plans to close a Library and a Care Home.

Who is it for?

- Any staff involved in organising engagement on Council budgets
- Those facing the challenging task of implementing unpopular changes to public services
- Elected members
- Local Government Officers

Course Aim

Council leaders and Local Government staff face a very difficult task. They must deliver big savings that can only be achieved by changing public services, often in ways that are unpopular. Equally, they are under a duty to consult their citizens. Doing so meaningfully and lawfully has become harder and this course is designed to provide a better understanding of best practice standards and practical help in meeting them.

Key Learning Points

- How the complexities of Budget consultations require senior staff & elected members to be aware of their obligations
- How to minimise the risks of legal challenges; in particular through best practice pre-consultation and options development processes
- The differences between overall departmental budget allocations and specific proposals for service changes
- The special engagement requirements of facility closure or service withdrawal proposals
- How to comply with The Seven Essential Elements of a Budget Consultation Paper

Course Details

course dates:

visit www.consultationinstitute.org

£375 + vat

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"An extremely informative, engaging and worthwhile course. All of the learning can easily be put in to practice and is of value to anyone involved in public consultation, engagement of any kind."

Joanne Fry
Senior Policy Officer
Hertfordshire County Council

"Very good and relevant to my role. A good opportunity to share commonalities with officers for other Local Authorities."

Emma Barron
Corporate Policy Officer
Stevenage Borough Council



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