

SMI Knowledge Transfer presents An ACMER Workshop on Dialogue Skills for Community Engagement - A People Centred Approach



Promoting leading practice through delivery of a quality professional development program, addressing the practical challenges of sustainable development in the minerals industry



17-20 November 2009
Mercure Hotel, Perth WA

Building the People Centred Approach - Dialogue for Community Engagement is the foundational Course of a broader program about people centred development that offers a range of courses central to modern professional development practice. This foundational Course is offered in a four day workshop format and is designed to introduce personnel charged with the responsibility of working with communities with the core professional knowledge and skills of community development practice. The Workshop has four modules designed to accompany classroom training and participation.

WORKSHOP PROGRAM

Module One: A People Development Perspective

In Module One we provide a common ground and viewpoint from which we can explore 'development' work. The term development is contested and has many meanings. In this Workshop we don't wish to deny or disqualify these different meanings but rather to consolidate a common meaning for the purpose of the Workshop. We examine the nature of participatory development and the particular dialogical tradition on which this Workshop is based.

Module one will initiate discussion which will follow an essentially delegate-driven program. In subsequent modules, the speakers will build upon this discussion and issues raised by the delegates.

Module Two: Dialogue

In Module Two we explore and practice the principles and skills of dialogue which are the foundation of good community relations practice. The material of this Module is foundational, not only for this Workshop, but for broader professional development in community relations.

Module Three: Techniques in Community Dialogue

In Module Three we demonstrate how social technique relates to and enhances the accuracy of dialogue. There is a repertoire of techniques offered including those associated with conflict resolution, problem solving and communication.

Module Four: Site Applications

Although the processes of site application of this material is encouraged in all modules, Module Four puts aside time for a full and demanding case study exercise to test the grasp of the central principles and skills taught in the Workshop.

WORKSHOP OBJECTIVES

- To understand the nature and purpose of participatory development and its relationship to the mining industry
- To develop and enhance dialogue skills essential for working with communities
- Using the principles and practice of dialogue, to undertake effective community development programs suitable for work both in Australia and in developing countries.

WORKSHOP AUDIENCE

Attendance at this workshop will benefit:

- Community Relations and/or Development Practitioners
- External Affairs Managers
- Environment Managers
- Mine Managers and Planners
- Others who communicate with and/or work with the community in the course of their work

It will be especially relevant to community relations personnel who are currently working with communities near mining operations in developing countries.



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*Committed to Quality Professional
Development for the Minerals Industry*

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SPEAKERS



Anthony Kelly is an Associate with the Centre for Social Response (CSR). CSR connects people and companies to sustainable, equitable and just ways of working through tailored community engagement and development training programs. For further information please refer to www.socialresponse.org.au

Anthony Kelly was senior lecturer in Community Work at University of Queensland for over 20 years and has worked as a consultant to government, corporations and NGO's in ways of working with communities. He has also worked with Oxfam Australia on training programmes in Indigenous Australia and overseas. Anthony is an authority on community relations practice and has trained many hundreds of people. He has worked with the major extractive industry companies worldwide on their community relations and human rights issues. He has a Master of Social Work (The University of Queensland).



Pam Bourke has extensive experience in working with local and state governments at a senior level to broker policy change and strategic partnerships in Australia and New Zealand. She is highly experienced in community engagement and community development both in terms of leading policy and strategy and in developing and managing community engagement projects and processes in complex and conflictual environments. Pam is currently lecturing at the University of Queensland where she has developed and delivered two subjects in community development and engagement for the Minerals Industry. Pam is a member the training team with the Centre for Social Response delivering community development training to mining companies internationally.



I would like to see Managers of all mining companies undertake this course, so that they obtain an understanding of what real community relations work involves, as well as all community relations practitioners.

Feedback from 2008 delegates

WORKSHOP OUTCOMES

- Increased understanding of community engagement in the resources industry
- Enhanced understanding of community development
- Practical skills in dialogue
- A network of useful contacts

Hopefully a more effective community investment program for our company. When more effective = better outcomes for community and company.
(sounds like PR but it's not!)

Feedback from 2008 delegates



This training is significant in that it covers important methods of creating dialogue which will be much more successful in creating real community development.

Feedback from 2008 delegates



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DELEGATE DETAILS

Title:

First Name:

Surname:

Position:

Organisation:

Postal Address:

Suburb/Postcode:

State/Country:

Phone:

Fax:

Email:

Dietary Requirements:

REGISTRATION (Due 2nd November 2009)

- EARLY-BIRD Registration - \$2799 - if registration received before Wednesday 14th October**
- Registration for the Workshop on Dialogue Skills for Community Engagement - A People Centred Approach, 17-20 Nov 2009
\$2995 inc GST (registrations received after Monday 2nd November)

All prices include GST. Registration costs include morning/afternoon refreshments, lunches, and a comprehensive set of notes.
Limited places available - there are only 20 places available for this short course, so get in early!

PAYMENT DETAILS

- Cheque - made payable to JKTech Pty Ltd
- Company Purchase Order No:
- Company ABN No:
- Mailing address for invoice:
- Bankcard MasterCard Visa
- Card Number:
- Name of Cardholder:
- Expiry Date:
- Signature:

FOR OFFICE USE ONLY



PAID DATE: _____ INVOICE NO: _____ ENTRY DATE: _____

ACCOMMODATION

Delegates can book their accommodation at their own expense at the following hotels:

Rydges Perth
Cnr Hay & King Streets
Perth 6000 WA
Ph: +61 8 9263 1800
Fax: +61 8 9263 1801

Medina Grand Perth
33 Mounts Bay Road
Perth, WA 6000
Ph: + 61 8 9217 8000
Fax: + 61 8 9217 8199

Mercure Hotel Perth
10 Irwin Street
Perth 6000 WA
Ph: +61 8 9326 7000
Fax: +61 8 92213344

For further accommodation options and information about Perth visit <http://www.westernaustralia.com/en/Destinations/Experience+Perth/Perth+City>

WORKSHOP INFORMATION

Course days will commence at 8.30am and generally conclude at 5.00pm. Please note these times may be subject to slight variations. For more information please go to: www.acmer.uq.edu.au/training/program.html

VENUE

Mercure Perth
10 Irwin Street
Phone: +61 8 9326 7000
Fax: +61 8 92213344
Email: h1754-fb04@accor.com
Web: <http://www.accorhotels.com/gb/hotel-1754-mercure-perth/index.shtml>

CANCELLATION

ACMER reserves the right to cancel any course at its discretion. Whilst we endeavour to make every effort not to do this, there could be circumstances beyond our control (e.g. insufficient numbers) that may prevent us from going ahead. In the light of this, if you need to fly, we suggest that you purchase a fully flexible airline ticket.
Delegates cancellations 14-8 days before course commencement incur an administration fee of \$110. For cancellations 7 days or less before course commencement and non-attendance at the course, the full registration fee is payable. Substitutions accepted when advised.

ACMER COMMUNICATION

- Tick here if you do not wish to receive our electronic Program Updates
- Where did you learn about this workshop?
- ACMER Emailing ACMER Website
- Colleague Other (please specify):