

iap2 Planning



Workshop Description

This three-day workshop on planning and designing patient and public engagement will enable policy, program and project managers and officers, administrators and consultants to conduct a full needs analysis, in order to develop a comprehensive engagement plan, including a communications plan. This workshop is ideal for people charged with planning and designing engagements – from start to finish.

Why is this workshop important?

There is a “right” way to plan and design meaningful patient and public engagement, and there is a wrong way to do it as well. Too often, well-intended engagement efforts can actually harm relationships with stakeholders because the engagements are planned poorly and, therefore, are an ineffective or counterproductive use of time and money. The International Association for Public Participation (iap2) approach to engagement planning and design is the world-wide standard, has been recommended by the BC Auditor General and adopted by the BC Ministry of Health, and provides procedural guidance in the field of patient and public engagement. By completing this workshop, participants will have the knowledge, skills and tools needed to follow best practices in the field of engagement, which is the principal function supporting person-and family-centred health care.

Who should attend this workshop?

Policy and program officers or managers, communications and consultation specialists, as well as patient-facing professionals and technicians charged with programs or projects that require engagement support.

Why attend this workshop?

A major reason that engagement initiatives fail to reach their goals is inadequate preparation. This planning workshop provides participants with a proven structure that will greatly increase the odds of a successful project. This hands-on session provides the opportunity to delve into day-to-day challenges as participants learn and review the essential elements of effective public participation planning. After completing this workshop, participants will be able to:

- Evaluate the scope of a decision and identify the processes needed
- Identify the decision steps including timing and required resources
- Establish roles and responsibilities of the primary parties
- Develop a comprehensive, decision-impact analysis to identify the stakeholder community, their concerns, and aspirations
- Select the appropriate level of public participation
- Set clear and achievable objectives
- Develop a detailed public participation plan
- Plan for communications initiatives that support the process
- Identify appropriate evaluation tools to measure the effectiveness of the initiative

Workshop Outline

- Engagement Principles and Concepts
- Three Foundations of Meaningful Engagement
- Needs Analysis and Engagement Planning – 21 Tasks and Leading Practice Tools
- Assessing and Managing Risk through Engagement Design
- Communications Planning to Support Engagement
- Evaluation and Follow-up – Building Social Capital

Facilitating Engagement



Delaney + Associates Inc.

Workshop Description

This two-day workshop will enable policy, program and project managers, community leaders, policy makers and consultants to fully engage small groups, in order to facilitate collaborative decision-making. This workshop is ideal for people who lead teams or projects where diverse groups need to think, plan and act together. This workshop will equip participants to create inclusive decision frameworks, learn techniques for engaging participants, and develop the skills necessary to use these techniques effectively.

Why is this workshop important?

A facilitator is responsible for designing and managing a process that empowers individuals and teams, in order to achieve their goals and objectives. This involves creating the space and managing the process for collaboration and decision making. This workshop is a very interactive, skill-building learning opportunity showcasing concepts and tools for immediate application.

Who should attend this workshop?

This workshop is suitable for anyone with responsibilities to design and facilitate meetings or other collaborative decision-making processes. Whether internal or external, if you run a meeting and want to do it better, this is for you! It is appropriate for staff at all levels of an organization, including those with no facilitation experience, who want to create collaborative spaces for decision making.

Why attend this workshop?

Many individuals who are responsible for planning and implementing engagements on behalf of their organizations are asked to facilitate them as well. Facilitation skills, however, are very different from engagement planning and design skills – and absolutely critical to the success of engagement initiatives. After completing this workshop, participants will be able to:

- Understand the conflicting roles of being decision-maker (content expert) and facilitator (process expert)
- Set objectives and develop detailed agendas
- Build rapport and create a positive space for understanding and collaboration
- Define, anticipate and manage perceptual risk, conflict, and even outrage
- Manage the process for collaboration and decision-making
- Use strategies to deal with difficult situations and high emotions
- Understand and use group dynamics as a facilitation tool
- Support deliberation and consensus building
- Add several facilitation techniques to their facilitator's toolkit, to adapt or improvise as needed
- Manage engagement projects (mapping the decision, identifying opportunities and risks, and managing the work)

Workshop Outline

- Proponent as Facilitator
- Before the Meeting
- Rapport Through Values
- Managing Conflict
- Building Consensus
- Facilitation Techniques
- Managing Engagement Projects
- Reflection and Improvement

Patients as Partners Initiative

Patient and Public Engagement

Workshop Description

If you are a policy analyst, involved in stakeholder relations; need to consult on regulations or legislation; or, are responsible for engagement in your work area, then this course is for you. This one-day workshop will provide staff working in the Ministry of Health and health authorities with a solid understanding of the Ministry of Health's 2018 Patient, Family, Stakeholder and Public Engagement Framework and Engagement Planning Guide and how it applies to engagement at the individual, community and system levels. The Ministry's engagement planning guide will provide participants with a detailed, step-by-step approach to engagement planning and design.

Based on principles of the International Association for Public Participation (IAP2), endorsed by the British Columbia Auditor General, this course provides a custom, hands-on and practical guide to engagement planning and implementation for health-related projects and activities in British Columbia.

Why is this workshop important?

If you work in the health care system in British Columbia, it's important you know there is a right way to plan, implement and report on engagement processes. More than simply a dialogue, or collecting feedback, the Ministry of Health's 2018 Patient, Family, Caregiver and Public Engagement Framework and Engagement Planning Guide provides a roadmap to engagement design that is meaningful, authentic and supports decision making.

Who should attend this workshop?

Policy analysts, those involved in stakeholder relations; those needing to consult on regulations or legislation; or those who are responsible for engagement or anyone who may be required to plan, design, implement, report and/or evaluate an engagement process should attend this workshop. An engagement process may include everything from consulting on a series of options, to a hospital expansion project, to partnering with patients, families, caregivers, stakeholders, community partners, Indigenous communities, or internal stakeholders on policy development.

Why attend this workshop?

With the development and release of the 2018 Ministry of Health Patient, Family, Caregiver and Public Engagement Framework and Planning Guide, and the continuing focus on person and family centred care, it's clear that engagement is a key tool in supporting change management, innovations, mitigating risks and advancing the Triple Aim. After completing this workshop, participants will be able to:

- Understand when and how to apply the Ministry's Engagement Framework
- Understand when and how to apply the Ministry's Engagement Planning Guide
- Understand and apply key principles based on the International Association for Public Participation.

Workshop Outline

- Engagement Fundamentals
- Framework Overview
- What it Means to You
- Person and Family Centred Care and Types of Engagement
- Engagement Planning Guide
- Case Study Application
- Evaluation and Reporting

Patients as Partners Initiative

Managers' Webinar



Webinar Description

This 1.5-hour webinar brings together those who manage engagement teams and other senior managers to explore where and how they can best provide leadership in public and community engagement projects and support their teams. What are the key questions a leader needs to ask? What qualifies as “good” engagement and how can leaders support staff in planning, implementing, reporting and evaluating engagement processes? The seminar supports those in leadership positions so they can be most effective when it comes to public and community engagement. Leave this seminar with tangible tools and real food for thought!

Why is this webinar important?

Organizations who have leaders who support engagement and understand its role in advancing person-and family-centred care are critical to achieving the Triple Aim. Managers, program leaders and decision makers are key stakeholders and it's important to recognize the unique position of influencing the process and ensuring the engagement brings the organization's values to life.

Who should attend this webinar?

This seminar is suitable for anyone in a management and/or leadership position; that is, people who manage teams who “do” engagement, people who are required to authorize changes in a program offering or service level that could impact the patient and family experience. It is for people who supervise teams and seek collaborative decision making aimed at quality improvement, system sustainability and/or innovation.

Why attend this webinar?

Every time an organization engages – either internally or externally – you are spending time, money and social capital. With each engagement, there is an opportunity to generate shared understanding, explore solutions and solidify effective working relationships. But – and this is a big one – you can also risk wasting time, spending money unnecessarily while eroding trust, creating confusing and project delay. There is a right way...and as a leader you owe it to yourself, your team and your organization to be as effective as you can be! If we want to achieve transformational change in health care, it's important to understand the power of the engagement tool in your leadership toolbox.

Webinar Outline

- What is engagement?
- Why or why not to engage?
- How do staff plan and design engagements?
- What is the health leader's role in the planning process?
- How to support staff doing the engagement?
- Tools in your toolbox