

Public Consultation and Engagement Training Course

Professional Development Training Course Outline

Category	General Training	Duration	5 Days
Base Fee	\$1,500 USD	Delivery Mode	Online / On-site Hybrid

Course Introduction

Effective public consultation and stakeholder engagement have become critical components of modern governance, sustainable development, infrastructure planning, public policy formulation, ESG compliance, social impact management, and community development. Organizations increasingly recognize that transparent communication, citizen participation, stakeholder mapping, social license to operate, and inclusive decision-making are essential for building trust, reducing conflicts, enhancing accountability, and ensuring successful project implementation. Public Consultation and Engagement Training Course equips participants with practical tools, frameworks, and strategies to design and implement effective public consultation processes that meet international standards and stakeholder expectations.

In today's rapidly evolving environment characterized by digital transformation, stakeholder activism, environmental sustainability, smart governance, social inclusion, public accountability, and participatory development, organizations must adopt innovative engagement approaches that foster collaboration and meaningful dialogue. Through case studies, interactive exercises, and practical applications, participants will learn how to leverage stakeholder engagement frameworks, digital consultation platforms, community outreach strategies, grievance mechanisms, public participation models, and impact assessment techniques to achieve sustainable and inclusive outcomes.

Programme Curriculum

Public Consultation and Engagement Training Course

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Course Objectives

Upon completion of this training, participants will be able to:

1. Apply advanced Stakeholder Engagement Management frameworks.
2. Conduct comprehensive Stakeholder Mapping and Analysis.
3. Design effective Public Participation Strategies.
4. Implement Community Engagement and Outreach Programs.
5. Utilize Digital Citizen Engagement Platforms.
6. Develop robust Grievance Redress Mechanisms.
7. Facilitate inclusive Multi-Stakeholder Dialogues.
8. Integrate ESG and Sustainability Principles into consultation processes.
9. Conduct Social Impact Assessment and stakeholder risk analysis.
10. Apply Conflict Resolution and Consensus Building techniques.
11. Strengthen Public Trust and Transparency initiatives.
12. Measure and evaluate Stakeholder Engagement Performance Metrics.
13. Develop comprehensive Public Consultation Action Plans aligned with international best practices.

Target Audience

1. Government Officials and Public Administrators
2. Community Development Officers
3. Project Managers and Program Managers
4. NGO and Civil Society Representatives
5. Corporate Affairs and CSR Professionals
6. Urban Planning and Infrastructure Development Professionals
7. Environmental and Social Safeguards Specialists
8. Policy Makers, Regulators, and Development Practitioners

Course Modules

Module 1: Foundations of Public Consultation and Engagement

- Principles of Public Participation

- Legal and Regulatory Frameworks
- International Best Practices
- Consultation Planning and Governance
- Ethics, Transparency, and Accountability
- **Case Study:** Public participation framework in large-scale urban infrastructure development.

Module 2: Stakeholder Mapping and Analysis

- Stakeholder Identification Techniques
- Power-Interest Matrix Application
- Stakeholder Prioritization Models
- Influence and Impact Assessment
- Stakeholder Engagement Planning
- **Case Study:** Stakeholder mapping for a national transportation project.

Module 3: Community Engagement Strategies

- Community Mobilization Techniques
- Inclusive Participation Approaches
- Vulnerable Group Engagement
- Community Outreach Campaigns
- Building Community Trust
- **Case Study:** Community engagement during renewable energy project implementation.

Module 4: Digital Public Engagement and Communication

- Digital Consultation Platforms
- Social Media Engagement Strategies
- Online Surveys and Feedback Tools
- Virtual Town Hall Meetings
- Data Analytics for Engagement
- **Case Study:** Digital citizen engagement during smart city initiatives.

Module 5: Public Meetings and Facilitation Skills

- Designing Effective Public Forums
- Facilitation and Moderation Techniques
- Managing Difficult Conversations
- Consensus Building Methods
- Public Speaking and Communication
- **Case Study:** Facilitating consultations for environmental impact assessments.

Module 6: Conflict Resolution and Grievance Management

- Sources of Stakeholder Conflict
- Conflict Analysis Frameworks
- Negotiation and Mediation Skills
- Grievance Redress Mechanisms
- Complaint Management Systems
- **Case Study:** Resolving community concerns in infrastructure development projects.

Module 7: Monitoring, Evaluation, and Reporting

- Engagement Performance Indicators
- Consultation Monitoring Frameworks
- Impact Measurement Techniques
- Reporting and Documentation
- Continuous Improvement Strategies
- **Case Study:** Measuring stakeholder engagement outcomes in public sector reforms.

Module 8: Strategic Consultation Planning and Action Development

- Consultation Strategy Development
- Risk and Opportunity Assessment
- Resource Planning and Budgeting
- Action Plan Preparation
- Implementation Roadmaps
- **Case Study:** Developing a comprehensive public consultation strategy for policy reform.

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- a. The participant must be conversant with English.
- b. Upon completion of training the participant will be issued with an Authorized Training Certificate
- c. Course duration is flexible and the contents can be modified to fit any number of days.
- d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.
- e. One-year post-training support Consultation and Coaching provided after the course.
- f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
07 Sep 2026	11 Sep 2026	Online	\$1,000
07 Sep 2026	11 Sep 2026	Physical	\$1,500
14 Sep 2026	18 Sep 2026	Online	\$1,000
14 Sep 2026	18 Sep 2026	Physical	\$1,500
21 Sep 2026	25 Sep 2026	Online	\$1,000
21 Sep 2026	25 Sep 2026	Physical	\$1,500
28 Sep 2026	02 Oct 2026	Online	\$1,000
28 Sep 2026	02 Oct 2026	Physical	\$1,500

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com