

ENGAGEMENT AND CONSULTATION TRAINING PLAN FOR STAFF

Appendix Four



Objectives of training

- Embed the core principles of community empowerment into all engagement activity, including:
 - Working with people, not doing to them
 - Building on community strengths and assets
 - Ensuring inclusivity, accessibility, and cultural sensitivity
 - Being transparent about purpose, process, and outcomes
 - Fostering trust through long-term relationships
 - Supporting and enabling community-led action
- Ensure all staff understand the new Engagement and Consultation Charter and Toolkit.
- Equip managers and teams with the skills and tools to engage meaningfully and inclusively.
- Embed a culture of continuous learning and improvement through a community of practice.
- Prepare the organisation for our journey to empowerment that we are already on.

Core components of a training and support programme

Online learning hub (foundations for all staff)

- A central digital platform accessible to all staff, offering:
 - Introductory e-learning module: ‘What is Engagement and Why It Matters’ - new staff will be encouraged to complete this training as part of their induction.
 - Interactive Charter walkthrough: values, behaviours, and expectations
 - Toolkit tutorials: how to use templates, plan engagement, analysis and feedback and apply the Gunning Principles
 - Scenario-based learning: real-life case studies and decision-making exercises
 - Equalities, Diversity and Inclusion in engagement (including cultural competence and intersectionality)
 - Knowledge checks and certificates of completion

Manager and specialist training (deep dive)

- Targeted training for team leaders, project managers, and officers who lead engagement:
 - Half-day workshops (in-person or virtual) topics include:
 - Designing inclusive engagement
 - Legal duties and the Gunning Principles
 - Using the LGA pillars in practice
 - Managing risk and reputational impact
 - Feeding back and closing the loop
- Facilitated by internal leads or external experts

Engagement and consultation champions: Community of Practice (ongoing support)

Targeted training for those staff across the organisation that regularly deliver consultation and engagement activity. Ensuring that there is one person in each department that is the ‘go to lead’ for consultation and engagement queries in each department. Training and support would include:

- Deep dive into the Engagement and Consultation Framework
- Coaching on how to support others and troubleshoot challenges
- Tools for promoting inclusive engagement in their service areas

- Regular check-ins and development sessions with the Engagement Lead

A cross-departmental network to share learning, troubleshoot challenges, and build confidence:

- Monthly drop-in sessions
- Peer-to-peer mentoring
- Guest speakers and case studies
- Shared resource library (FAQs, templates, evaluation tools)
- Led by the new Engagement and Consultation Lead and supported by champions in each service area

Leadership briefings

Short, strategic sessions for senior leaders:

- Why engagement matters for governance and trust
- The role of leadership in modelling good engagement
- How the framework supports LGR and neighbourhood-level decision-making

All training modules will be underpinned by the principles of community empowerment as set out in the Council's Empowerment Programme, ensuring that staff understand not just the "how" of engagement, but the "why."