

# POLICY OFFICERS' INTENSIVE

A COMPREHENSIVE WORKSHOP TO ADVANCE YOUR SKILLS AS A POLICY OFFICER



**CANBERRA**

12 - 14 NOVEMBER

**SYDNEY**

19 - 21 NOVEMBER

**MELBOURNE**

26 - 28 NOVEMBER

## EXPLORE

- ▶ Identify the fundamentals of policy analysis for successful implementation
- ▶ Discover different approaches to raising policy issues
- ▶ Establish available tools & techniques that will deliver key policy outcomes
- ▶ Acquire tips to communicate all stages of the policy process cross-functionally
- ▶ Develop effective policy writing communication skills for key policy stakeholders
- ▶ Determine the core structure of policy documentation
- ▶ Explore successful policy project management, from concept to implementation
- ▶ Examine contingency planning & how to effectively mitigate risk
- ▶ Recognise the nature of professionalism within the context of a professional public service

## EXPERT FACILITATORS



### DAY ONE

**Carolyn Page**  
Director  
The Clear English Company



### DAY TWO

**Susan Garner**  
Director  
Garner Willisson



### DAY THREE

**Rob Richards**  
Director  
Evidentiary

## EVENT PARTNER



**START YOUR LEADERSHIP JOURNEY!**

Call +61 2 8239 9711 Priority Code - I



**LIQUIDLEARNING**  
bebetter

# ABOUT THE EVENT

This comprehensive, highly interactive, three-day program is designed for Policy Officers who are at different stages in their careers. It is a platform for those who want to grow and develop their careers in the public service, whether they are new to public policy or have policy management responsibility within their senior level roles. This integrated program takes a hands-on approach to the complicated world of solving policy problems and will include case studies and practical exercises across a wide range of public policy contexts.

## WHO WILL ATTEND?

Aspiring leaders in policy and program roles

- ▶ Policy Officers / Managers
- ▶ Policy Advisors
- ▶ Program Managers / Administrators
- ▶ Stakeholder Engagement Managers
- ▶ Compliance Officers
- ▶ Branch Managers
- ▶ Research Officers
- ▶ Stakeholder / Community Engagement
- ▶ Policy Consulting

### IN-HOUSE TRAINING AVAILABLE

Do you have a team of ten or more people requiring this training?

If so, it may be more cost effective for Liquid Learning to bring the training to you.

Contact us to discuss your needs today.

+61 2 8239 9711  
registration@liquidlearning.com.au

## DAY ONE

### POLICY IN PRACTICE - PLANNING, ANALYSIS AND DEVELOPMENT

#### Policy analysis and development - The fundamentals

- ▶ Policy-making models - cycles, systems and other constructs
- ▶ The real world - impediments, interruptions and timing
- ▶ Expecting the unexpected
- ▶ Use logic models to build understanding to map policy trajectories

#### What's the logic of your policy?

- ▶ Identifying policy problems - what are the outcomes we want?
- ▶ Understanding context, politics and agendas
- ▶ Framing policy issues and developing a theory of change
- ▶ Wicked problems and policy experimentation

#### Evaluation and evaluative thinking

- ▶ Essential skills and tools for policy analysis
- ▶ Identify pitfalls and manage risk
- ▶ Identify measurable indicators of success at each stage of the policy cycle

#### Plotting for success - Collaboration and communication

- ▶ Combine regulatory, economic and social instruments to achieve a desired outcome
- ▶ Build key relationships and tapping expertise
- ▶ Working with service providers and program managers
- ▶ Making your case - communicate policy issues and ideas to achieve a favourable outcome

## YOUR FACILITATOR

Carolyn Page established the Canberra-based consultancy, the Clear English Company to support government agencies, businesses, lobby groups and not-for-profit organisations to improve strategic thinking and communication.

Since 2007 Carolyn has provided policy analysis, training and strategic advice for over 20 Australian, state and territory government agencies and for a range of voluntary and non-government organisations. With Clive Haggard, she has also delivered close to 100 workshops on the management of workplace bullying, tailored to the needs of specific agencies.



**Carolyn Page**  
Director  
The Clear English Company

## DAY TWO

### WRITING FOR POLICY RESULTS

#### Principles of effective policy writing and communication

- ▶ The do's and don'ts: A key overview of effective policy writing
- ▶ Identify the power of plain language when communicating to non-policy stakeholders
- ▶ Reach key stakeholders who are integral to the policy process

#### Organise information for policy writing

- ▶ Assess the ongoing process of issues identification and how to succinctly raise concerns
- ▶ Establish the policy context and level of detail
- ▶ Stakeholder engagement and consultation

#### Core principles for policy documents - Ideal & reality

- ▶ Mapping out the core structure of the policy - What should a policy document look like?
- ▶ Identify policy client demand and ensure the needs of key stakeholders are met
- ▶ Live updating of conditions: Integrate policy decisions and non-decision into an evolving policy document
- ▶ The use of active voice rather than passive voice

#### Future proof your policy

- ▶ Manage and prioritise competing internal and external demands
- ▶ Inviting feedback and constructive criticism in order to build upon current tools and techniques
- ▶ Success and failure - Learn from the past to benefit present and future policy
- ▶ Improve your professional research and reading skills

## DAY THREE

### FUNDAMENTALS OF POLICY PROJECT MANAGEMENT AND IMPLEMENTATION

#### Project management within the public policy space

- ▶ What is "policy project management" and why is it important?
- ▶ Differences to traditional project management approaches
- ▶ What is involved with policy project management?
- ▶ Managing for complexity in policy project management

#### Policy project management - Tools and principles

- ▶ Using an evidence based approach
- ▶ Strategic planning VS implementation planning
- ▶ Inclusive consultation - Make it real and effective
- ▶ Delve into information and document management - question setting, gantt charts, timelines and financial management
- ▶ Success and failure factors

#### Beyond planning - Implementation and review

- ▶ What does policy success look like?
- ▶ Good monitoring and evaluation of policy projects
- ▶ Controlling the project - Managing quality and resources

## YOUR FACILITATOR

Susan Garner is the director of a Canberra based consultancy firm, Garner Willisson Pty Ltd, which specialises in policy analysis, program evaluation and capacity building. Susan has had a diverse career in the public and private sectors, as a researcher, policy analyst, manager and consultant. During a 20-year public sector career she was responsible for the development of national strategies, reform agendas and budget initiatives in Australian Government portfolios.



**Susan Garner**  
Director  
Garner Willisson

## YOUR FACILITATOR

Rob Richards is the Director of Evidentiary Pty Ltd. Rob Richards has over 25 years' experience in environmental management in the public and private sectors. At the beginning of his career, Rob worked with the NSW State Government for 15 years in technical and managerial roles concerning the development and implementation of land management policies and programs.



**Rob Richards**  
Director  
Evidentiary

