



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## MANAGING COUNCIL'S REPUTATION, ISSUES & RISKS – 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Council staff that want to better understand stakeholder interests and to develop systems that will build communication strategies as a valuable source of information for the community and stake holders. This program is designed to assist in the design of effective communications and strategies to better understand and manage emerging issues.</p>	<ul style="list-style-type: none"> <li>• Reputations, emerging issues and risk management</li> <li>• Scanning and assessing issues against risk for Council</li> <li>• Managing risk: developing proactive communications</li> <li>• Monitoring and assessing Council's reputation</li> </ul>	<ul style="list-style-type: none"> <li>• How to monitor the media focus on positive council initiatives</li> <li>• Proactive communication</li> <li>• Improve understanding of stakeholder issues</li> <li>• Develop early detection and management systems before they become a problem</li> </ul>



COURSE DETAILS	
<p><b>Delivery</b></p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
<p><b>Duration and Location</b></p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
<p><b>Fees and Inclusions</b></p>	<p>Please contact Peak Services for course fees or a proposal for onsite/in-house training.</p>

<p><b>PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS</b></p>	<p><b>REGISTER NOW</b>  <b>07 3000 2148</b>  <b>FIND OUT MORE</b>  <a href="mailto:training@wearepeak.com.au">training@wearepeak.com.au</a>  <a href="http://wearepeak.com.au">wearepeak.com.au</a></p>
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