

**LEARN WITH US AT**



**mosaicLAB**

**ACADEMY**

**MOSAICLAB IS AN EXPERIENCED TEAM OF FACILITATORS AND ENGAGEMENT PRACTITIONERS SPECIALISING IN HIGH INFLUENCE AND DELIBERATIVE ENGAGEMENT. WE WORK TO BRING CONVERSATION AND DEMOCRACY ALIVE.**

We deliver virtual and face-to-face training experiences that are participatory, innovative, interactive and engaging.

The **MosaicLab Academy** has a dedicated online learning platform, offering a range of courses in engagement, facilitation, deliberation and conflict.

Courses are delivered by specialist MosaicLab facilitators who are expert practitioners actively designing and delivering real projects. Collectively, we have more than 200 years of experience in the field.

Since 2016, we've delivered more than 450 projects, including 39 deliberative engagement processes. We draw on these experiences to enhance our course content and share rich insights with our learners.

Our training can be immediately applied in the real-world and used to enhance the engagement practice and performance of groups, teams, individuals and organisations.

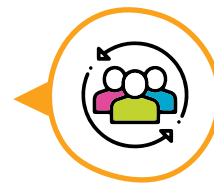
**Find out more at [mosaiclab.learnworlds.com](https://mosaiclab.learnworlds.com)**



SELF-DIRECTED



# WAYS TO LEARN



GROUP

We have delivered more than 100 training sessions to a variety of clients

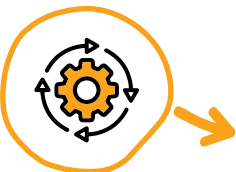
“

*“Great content, good flow, opportunity to practice, a very positive experience.”*  
— TRAINING PARTICIPANT

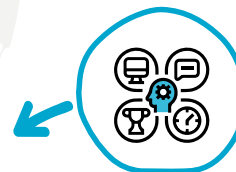
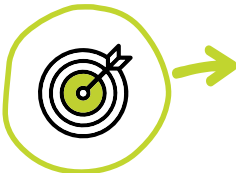


**MOSAICLAB IS MEANINGFULLY CONTRIBUTING TO IMPROVING THE PRACTICE OF FACILITATION, COMMUNITY ENGAGEMENT AND DELIBERATIVE DEMOCRACY**

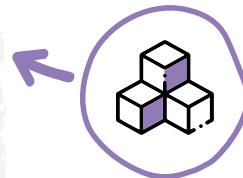
AN ACTION-LEARNING APPROACH



WE KEEP IT RELEVANT



SHARING OUR SKILLS SO OTHERS CAN BUILD THEIRS



A MODULAR, FLEXIBLE AND FIT-FOR-PURPOSE APPROACH

“

*“Terrific training, this has helped structure our thinking for the next deliberative engagement phase of our project. Highly engaging and informative.”*  
— ENGAGEMENT PLANNING PARTICIPANT



Collectively, we have more than 200 years of experience in the field, and we use it to help others learn.

# LEARNING STREAMS

ENGAGEMENT



FACILITATION



STRATEGY



CONFLICT

DELIBERATION



# THE MOSAICLAB ACADEMY DIFFERENCE

*AT THE MOSAICLAB ACADEMY, WE BUILD SKILLS, KNOWLEDGE AND CONFIDENCE IN OTHERS TO ADVANCE THE PRACTICE OF ENGAGEMENT, FACILITATION AND DELIBERATION EVERYWHERE.*



## SHARING OUR SKILLS SO OTHERS CAN BUILD THEIRS

At MosaicLab, we share our insights and experience in the field to help other people do what we do: bring conversation and democracy alive.



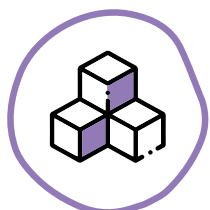
## AN ACTION-LEARNING APPROACH

All our training courses use an action-learning approach. There are no boring lectures! Rather than simply 'telling people stuff', we help you learn through doing. Our training experiences are full of colour, movement and action.



## WE KEEP IT RELEVANT

We draw on real scenarios to help illustrate theory and support you to reflect on your own experiences. This approach grounds your training experience in reality and links it to your professional goals. You'll learn faster, retain more and be able to immediately apply learnings to your own work or practice.



## A MODULAR, FLEXIBLE AND FIT-FOR-PURPOSE APPROACH

We offer full flexibility with our courses and can mix and match our modules to suit your needs. We can tailor all our materials to suit your context, role, project or organisation's engagement policies and frameworks. Don't have any? That's okay too. We use industry best practice examples to get you started.

### ALL SKILL LEVELS



Our courses cater to everyone from beginners to advanced, from individuals to groups, large or small.

### USEFUL RESOURCES



Practical guides, templates and other materials you can download and use instantly. Learnings, examples and ideas from real projects and case studies.

### MULTIPLE LEARNING MODES



We have many ways to learn: online, face-to-face, in a group, by yourself or a blended mix. Customised training experiences also available.

### SPECIALIST TRAINERS



Our training is delivered by skilled facilitation and engagement practitioners who design and deliver high-influence process and projects daily as part of their work at MosaicLab. Their real-world learnings enrich our courses.

### LEARNING PATHWAYS



Enhance your career with new knowledge and skills. Embed new processes and ways of working in your organisation.

### ADVANCING THE PRACTICE



We share our skills so that you can build yours! MosaicLab is committed to advancing deliberative practice, ensuring participation is the norm not the exception and helping everyone everywhere to engage better.

## MOSAICLAB ACADEMY: WAYS TO LEARN

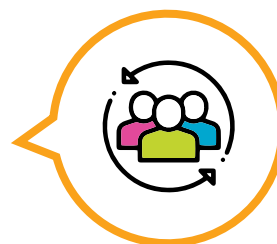
LEARN WITH US, YOUR WAY. WE HAVE LOTS OF LEARNING OPTIONS: ONLINE, FACE-TO-FACE, IN A GROUP, BY YOURSELF OR A BLENDED MIX.



### SELF-DIRECTED

Online courses you can enrol in and complete at your own pace, in your own time.

## WAYS TO LEARN



### GROUP

Courses for groups or teams. Live sessions conducted online or face-to-face experiences delivered at a location that works for you.

# MOSAICLAB ACADEMY: LEARNING STREAMS

OUR COURSES ARE PRACTICAL, RELEVANT AND SPECIALLY DESIGNED FOR ANYONE ON THE SKILL SPECTRUM WHO WOULD LIKE TO IMPROVE THEIR ENGAGEMENT AND FACILITATION KNOWLEDGE AND PRACTICE.

## FIVE LEARNING STREAMS



### FACILITATION

Help groups work together better, find common ground and make decisions.



### CONFLICT

Confidently facilitate high-emotion conversations and boost your toolkit with new skills and insights.



### STRATEGY

Confidently understand what is hard about your project and therefore what you really need to engage people about.

### ENGAGEMENT

Engage confidently and deliver best-practice processes with the skills, tools and resources provided.



### DELIBERATION

Empower, expand and enrich a decision-making process and engage at a higher level to support high-impact processes.



**We have a fantastic team of skilled trainers and facilitators who are active practitioners in the engagement and facilitation space and bring contemporary, real-world experience to every training session.**

In addition to presenting some of our self-directed course content, our directors are also available, on request, to deliver group and/or customised courses for your organisation.

This additional investment involves a **30% premium** on training fees, in recognition of the directors' enhanced level of experience and expertise. We welcome you to discuss this further with our team.

# ENGAGEMENT PLANNING



ENGAGEMENT

This course simplifies the engagement planning process into seven easy steps, freeing up planners to focus on what's most important in the engagement itself. This training opportunity has been designed to take a deep dive into designing and planning best-practice engagement processes.

## WHAT WILL YOU LEARN

- ◇ Best-practice engagement principles and standards, and the evolution of the practice over the past 15-20 years.
- ◇ Why engagement is important, and what benefits it can bring to organisations and communities.
- ◇ **PRACTICAL** and accessible step-by-step approach to engagement planning.
- ◇ Engagement methods to match your engagement objectives.
- ◇ **CONFIDENCE** to know what questions to ask decision-makers to create a fit-for-purpose plan.

## COURSE INCLUSIONS AND FEATURES:

- ◇ Simple **engagement plan template** and step-by-step guide.
- ◇ **Videos and resources** explaining each step of the engagement planning process.
- ◇ **Case study examples** of engagement plans.
- ◇ Advice on leadership endorsement and **embedding good systems internally** to support engagement planning.

GET A TASTE OF THIS COURSE AND DOWNLOAD OUR FREE TIPS ON THE SEVEN STEPS OF ENGAGEMENT PLANNING

**FREE TASTER PDF:**  
The Seven Steps of  
Engagement Planning



**LEVEL:**  
Foundational



**PREREQUISITE:**  
None

**“THE STEP-BY-STEP APPROACH TO PLANNING MADE IT FEEL LESS DAUNTING THAN BEFORE.”**

— LOCAL COUNCIL OFFICER

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Self-directed	\$360*	4+ hours	Always on demand
Group - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800*	Full day	As required
	Half day – \$5200*	Half day	

\*Prices current for 2022-23

TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE

# ENGAGEMENT PLANNING FOR LEADERS



ENGAGEMENT

Leaders have the capacity to champion and promote a positive engagement culture within any organisation. This course will help leaders to understand their role and responsibilities that support the delivery of quality engagement processes.

## WHAT WILL YOU LEARN

- ◇ The standards of best-practice engagement and how they align with your organisation's standards, policies and procedures.
- ◇ The potential risks of engagement planning and how to best manage them.
- ◇ How your organisation can scale engagement depending on the project context, the needs of the organisation and your community.
- ◇ Your role in ensuring the delivery of quality engagement processes, including legislative responsibilities.
- ◇ Expectations for leaders around engagement to champion a collaborative culture for better engagement outcomes.

## COURSE INCLUSIONS AND FEATURES:

- ◇ A comprehensive **training handbook** complete with resources to support your internal planning.
- ◇ Access to **videos and case studies** showing engagement planning in practice.
- ◇ A simple **engagement plan template** and step-by-step guide.
- ◇ Videos and resources explaining each step of the engagement planning process.
- ◇ Case study examples of engagement plans.



**LEVEL:**  
Intermediate



**PREREQUISITE:**  
None

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Group - virtual  
or in-person  
(Up to 30 participants  
with 2 trainers)

Minimum \$2950\*

2 hours

As required

\*Prices current for 2022-23



# THE ART OF FACILITATION



FACILITATION

Understand the professional world of facilitation. This course will help you design, plan and facilitate interactive, enjoyable and highly productive meetings and workshops that bring the best out of groups, in both virtual and face-to-face formats.

## WHAT WILL YOU LEARN

- ◇ An **OVERVIEW** of the craft of facilitation: the principles and the practice.
- ◇ **PLANNING METHODOLOGY** and how it applies to face-to-face and online formats, and how to choose the right methods to match the session purpose.
- ◇ 10+ methods you could use straight away to get the best out of groups.
- ◇ 14 essential facilitation microskills and how they help manage group dynamics.
- ◇ **TECHNICAL SKILLS** for virtual meetings - software functionality, tips and traps

## COURSE INCLUSIONS AND FEATURES:

- ◇ **Five learning modules.**
- ◇ **Seven training videos:** Watch professional facilitators share their insights and strategies about how to design, plan, deliver and evaluate your facilitated sessions.
- ◇ **Facilitation resources:** Downloadable resources and eBooks that you can apply straight away to your own practice.
- ◇ **Learn with your peers and trainers:** Join our learning community. Ask questions and share experiences with trainers and peers.

GET A TASTE OF THIS COURSE AND DOWNLOAD OUR FREE TIPS ON THE CRUCIAL FIRST STEPS IN PLANNING A FACILITATION

**FREE TASTER PDF:**  
The Art of Facilitation



**LEVEL:**  
Foundational



**PREREQUISITE:**  
None

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Self-directed	\$360*	4+ hours	Always on demand
Group - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800*	Full day	As required
	Half day – \$5200*	Half day	

\*Prices current for 2022-23



TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE



# VIRTUAL FACILITATION



FACILITATION

This course covers the fundamentals of facilitation. It includes the critical aspects of design, planning and delivery. The virtual facilitation component covers the skills needed to facilitate online and the technical skills needed to manage online platforms like Zoom or MS Teams.

## WHAT WILL YOU LEARN

- ◇ Principles and practice of facilitation and what this means for online sessions.
- ◇ How to design and plan a facilitation session to meet your objectives.
- ◇ **TECHNICAL SKILLS** for virtual sessions including software functionality as well as hosting tips and traps.
- ◇ **HANDS-ON PRACTICE** in Zoom and all the technical skills required to host a meeting\*  
\*MS Teams doesn't currently allow in-meeting transfer to a new host.
- ◇ **CLARITY** on which methods convert well to the online environment to get the best out of groups.
- ◇ Essential facilitation microskills and how they help manage group dynamics.

## COURSE INCLUSIONS AND FEATURES:

- ◇ Five learning modules.
- ◇ Six training videos.
- ◇ Opportunity to practice virtual facilitation in a supportive environment.
- ◇ Resources including a handbook and eBooks with tips and tricks.
- ◇ Technical guide.
- ◇ **15% discount available:** Enjoy 15% off the Advanced Facilitation or Virtual Facilitation course if you have enrolled in or completed our Art of Facilitation Course.

**"A WEEK AGO, I WAS WIDE-EYED AT THE THOUGHT OF ONLINE FACILITATION. IT GOT ME EXCITED ABOUT LEARNING MORE AND PRACTISING A LOT."**

— TRAINING PARTICIPANT



### LEVEL:

Foundational



### PREREQUISITE:

None

**"IT WAS A REALLY GREAT GROUP, AND THE FACILITATION WAS EXCELLENT, I FELT VERY COMFORTABLE TO PRACTICE AND MAKE MISTAKES."**

— TRAINING PARTICIPANT

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Self-directed	\$360*	4+ hours	Coming soon
Group - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800*	Full day	As required
	Half day – \$5200*	Half day	

\*Prices current for 2022-23



TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE



# ADVANCED FACILITATION



FACILITATION

Conflict, high emotions and outrage in groups can be challenging. Be prepared and boost your toolkit with new knowledge, skills, insights and confidence. This course provides in-depth trainer support, peer support and practice time building on your own style of facilitation.

## WHAT WILL YOU LEARN

- ◇ **SKILLS** in end-to-end facilitation (including planning, designing, delivering and evaluating sessions).
- ◇ Your facilitation style and how groups respond.
- ◇ **MICROSKILLS:** how to get the best out of groups and facilitate tricky behaviours.
- ◇ **CONFIDENCE** to test out your new-found skills and knowledge and experiment and innovate to suit your style.
- ◇ **PRACTICAL** action plans for where to further refine your skills and experience.

## COURSE INCLUSIONS AND FEATURES:

- ◇ The **principles and practice** of facilitation will be explored to advance your practice and confidence.
- ◇ **Learn from professional facilitators** who regularly facilitate workshops, deliberative panels and meetings featuring conflict and outrage.
- ◇ **Live virtual sessions:** Come together to set up your learning goals, understand your natural facilitation style, learn from one another and practice your skills.
- ◇ **Extensive videos and resources:** Explore a package of resources that will set you up for success in refining your facilitation style.
- ◇ **Highly practical:** This training course has a strong emphasis on observation, practice and reflection with your peers.
- ◇ **15% discount available:** Enjoy 15% off the Advanced Facilitation or Virtual Facilitation course if you have enrolled in or completed our Art of Facilitation Course.

**“THE COURSE HAS EXCEEDED MY EXPECTATIONS – IT HAS BEEN AMAZING TO HAVE AN OPPORTUNITY TO FACILITATE IN FRONT OF SUPPORTIVE COLLEAGUES AND HAVE FEEDBACK.”**

– TRAINING PARTICIPANT (RELATED TO THIS COURSE DIRECTLY)



**LEVEL:** Advanced



**PREREQUISITE:**  
The Art of Facilitation or relevant work experience



TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE



### AVAILABLE DELIVERY MODES

### COST

### DURATION

### AVAILABLE

Group  
- virtual and face-to-face  
*(Up to 20 participants with 2 trainers)*

\$1000\*pp

8 Weeks  
8 hours online learning  
2 x 4 hour in-person workshops  
1-1 coaching session

As required

\*Prices current for 2022-23



mosaicLAB ACADEMY

# DELIBERATIVE ENGAGEMENT



DELIBERATION

Considering high-influence engagement with your community? Learn more from leading deliberation practitioners about how to do deliberation well, assess your organisational readiness and ensure your engagement has lasting impacts on decision-makers and the community.

## WHAT WILL YOU LEARN

- ◇ **UNDERSTANDING** deliberative engagement, the ten principles and what this looks like in practice.
- ◇ **INSIGHTS** and learnings from practitioners, decision-makers, facilitators and participants.
- ◇ **ANSWERS** to how to scale deliberation to suit your remit, context, timelines, budget and resources.
- ◇ **CONFIDENCE** in your ability to overcome the challenges, avoid the pitfalls and embrace the opportunities associated with deliberative processes.
- ◇ **REFLECTION** on your organisational readiness and where you need to focus to prepare well.
- ◇ **CLARITY** around the steps you need to take to ensure a positive and impactful deliberation experience for your organisation and community.

## COURSE INCLUSIONS AND FEATURES:

- ◇ The principles and practice of deliberation explained in easy to implement steps.
- ◇ **Learn from professional facilitators** who regularly facilitate deliberative panels and bring real-life experience to your learning.
- ◇ **Deliberation-in-action videos:** Watch deliberation at work, observe the unique characteristics and hear from the perspectives of decision-makers, project managers and participants.
- ◇ A comprehensive **training handbook** complete with all training resources.
- ◇ Access to **videos and case studies** about deliberative engagement in practice.
- ◇ **Links to the latest thinking:** Explore the latest research and development in deliberative practice.

## GET A TASTE OF THIS COURSE WITH THIS FREE RESOURCE

### FREE TASTER PDF:

[Deliberative Engagement Principles](#)



### LEVEL:

Foundational



### PREREQUISITE:

None

**“TERRIFIC TRAINING. THIS HAS HELPED STRUCTURE OUR THINKING FOR THE NEXT DELIBERATIVE ENGAGEMENT PHASE OF OUR PROJECT. HIGHLY ENGAGING AND INFORMATIVE.”**

— COURSE PARTICIPANT

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Self-directed	\$360*	4+ hours	Always on demand
Group - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800*	Full day	As required

\*Prices current for 2022-23



TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE



# DELIBERATIVE ENGAGEMENT FOR LEADERS



DELIBERATION

This course is tailor-made for those with a leadership role responsible for overseeing deliberative engagement processes. This course will help leaders to understand their role and responsibilities that support the delivery of quality engagement processes.

## WHAT WILL YOU LEARN

- ◇ Deliberative engagement principles and how it is different to standard engagement.
- ◇ The benefits of deliberative engagement and how it can add value to your organisation's planning and projects.
- ◇ How your organisation can scale deliberation depending on their project context, the needs of the organisation and your community.
- ◇ Roles and responsibilities of leaders in supporting deliberative engagement processes, including legislative responsibilities.
- ◇ How to assess your organisational readiness to undertake deliberation and where to focus in getting ready.

## COURSE INCLUSIONS AND FEATURES:

- ◇ A comprehensive **training handbook** complete with all training resources.
- ◇ Access to **videos and case studies** about deliberative engagement in practice.
- ◇ **Deliberation-in-action videos:** Watch deliberation at work, observe the unique characteristics and hear from the perspectives of decision-makers, project managers and participants.
- ◇ **Learn from professional facilitators** who regularly facilitate deliberative panels and work directly with decision-makers and leaders.

### GET A TASTE OF THIS COURSE WITH THIS FREE RESOURCE

**FREE GUIDE:**  
Deliberative  
Engagement for  
Victorian Councils



**LEVEL:**  
Foundational



**PREREQUISITE:**  
None

**“THE FOCUS ON KEY ELEMENTS OF DELIBERATIVE ENGAGEMENT AND SUPPORTING MATERIAL PROVIDED AN EXCELLENT COVERAGE OF PRINCIPLES AND LEGISLATIVE REQUIREMENTS.”**

— LOCAL COUNCIL CEO



TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE

#### WAYS TO LEARN

#### COST

#### DURATION

#### AVAILABLE

Group  
- virtual or in-person  
(Up to 30 participants  
with 2 trainers)

\$2950\*

2 hours

As required

\*Prices current for 2022-23

# GROUP DECISION-MAKING



DELIBERATION

Want to support groups to make decisions that stick? Explore decision-making techniques that will transform your meetings. This training opportunity has been designed to build the capacity of facilitators in guiding groups to make decisions that they can live with.

## WHAT WILL YOU LEARN

- ◇ The suite of options for group decision making.
- ◇ When consensus is important and how you can facilitate this.
- ◇ What to do when groups don't agree and how you can support this.
- ◇ **PRACTICAL** tools and techniques to facilitate group decision making.
- ◇ **CONFIDENCE** to support groups to make decisions in your own practice.

## COURSE INCLUSIONS AND FEATURES:

- ◇ **Resources and templates** to facilitate inclusive and meaningful group decision making.
- ◇ **Facilitator insights:** Learn the tips from facilitators who specialise in group consensus.
- ◇ **Diagnose how you currently make decisions:** Examine how you currently make decisions and how to make improvements.
- ◇ **Case studies:** Explore group decision making in the context of teams, stakeholder meetings and communities.
- ◇ **Facilitator Toolkit:** Expand your facilitation toolkit. Have confidence you have the methods to support groups making collective decisions.

## GET A TASTE OF THIS COURSE WITH THIS FREE RESOURCE



**FREE VIDEO:**  
The Dos and Don't of  
Group Decision Making



**LEVEL:**  
Foundational



**PREREQUISITE:**  
None

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Group  
- virtual or in-person  
(*Up to 30 participants  
with 2 trainers*)

Full day – \$7800\*

Full day

As required

Half day – \$5200\*

Half day

\*Prices current for 2022-23



TAKE ME  
TO THE  
MOSAICLAB  
ACADEMY  
COURSE  
PAGE



# IMMERSIVE DELIBERATIVE EXPERIENCE



DELIBERATION

Before you commence a deliberative engagement process with your community, experience it for yourself. This two-day, mini-deliberation journey provides your people with the skills and knowledge they need to guide the organisation through a deliberative process. By becoming participants, they will gain a deep understanding of deliberative engagement that can only come from first-hand experience.

We work with you to design a tailored deliberative process that is built around a real, internal problem that your staff (the participants) can grapple with. A group of staff then comes together to deliberate over the issue. Supported by MosaicLab facilitators, they agree on a set of recommendations and write a report which they hand over to key, internal decision-makers.

This condensed version of a deliberative process (modelled on a real citizens' jury or people's panel) allows your staff to build their capacity through participation. This training opportunity has been designed to address the common challenges, fears, pitfalls and uncertainties organisations face when they commence a deliberative process.

## WHAT WILL YOU LEARN

- ◇ What is deliberative engagement, who is using it, the 10 principles and what these look like in practice.
- ◇ **INSIGHTS** and learnings from practitioners, decision-makers, facilitators and participants to inform your approaches.
- ◇ **ANSWERS** to how to scale deliberative approaches to suit your remit, context, timelines, budget and resources.
- ◇ **CONFIDENCE** in your ability to overcome the challenges, avoid the pitfalls and embrace the opportunities associated with deliberative processes.
- ◇ **CLARITY** around the steps you need to take to ensure you and your organisation are truly ready to deliberate.
- ◇ **LINKS** to the latest international research and innovations in this field.

## COURSE INCLUSIONS AND FEATURES:

- ◇ A set of useful recommendations for solving a complex problem that your organisation is grappling with.
- ◇ Invaluable insights that come from participating in a deliberative process (building your capacity to support community participants).
- ◇ Real experience of deliberative techniques.
- ◇ A comprehensive understanding of what an organisation needs to invest in a deliberative process (e.g. resources, time, information inputs).
- ◇ An understanding of the challenges and opportunities associated with deliberative engagement (and how to address them).
- ◇ A debrief package/training manual to take away - explaining the intent and rationale of each step in a deliberative process.

GET A TASTE OF THIS COURSE WITH THIS FREE RESOURCE

**FREE TASTER PDF:**  
[The Deliberation Ready Test](#)



**LEVEL:**  
Intermediate



**PREREQUISITE:**  
Deliberative Engagement

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Group  
- blended  
*(Up to 20 participants with 2 trainers)*

\$600\*pp

2 Weeks  
4 hours online learning  
4 hour in-person workshop

As required

\*Prices current for 2022-23



TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE



# FACILITATING CHALLENGING CONVERSATIONS



CONFLICT

Conflict, high emotion and outrage in groups can be challenging. Be prepared and boost your toolkit with new knowledge, skills, insights and confidence. This training opportunity has been designed to address how to confidently facilitate challenging and high emotion conversations. While there are no formal pre-requisites, The Art of Facilitation course has useful foundational knowledge for this course.

## WHAT WILL YOU LEARN

- ◇ How to identify high emotion and where we commonly go wrong; anger and where it comes from; who is the public and how do they respond.
- ◇ An **UNDERSTANDING** of conflict and different conflict styles, how anger escalates and de-escalates, and how 'outrage contagion' can occur in a group/community.
- ◇ Insight into your own reactions to high emotion and how these reactions can affect a conversation.
- ◇ **IMPORTANT** psychological concepts, principles and tools to plan for challenging interactions.
- ◇ A **TOOLKIT** of methods, language and approaches to build productive interactions out of difficult ones.
- ◇ Your **QUESTIONS** answered from our live Q&A session.

## COURSE INCLUSIONS AND FEATURES:

- ◇ **Eight learning modules:** The principles and practice of facilitation explored within challenging conversations and contexts.
- ◇ **Four training videos:** Watch professional facilitators share their insights and knowledge about hosting challenging conversations.
- ◇ **Six downloadable resources:** Explore a package of resources that will set you up for success for hosting challenging conversations.
- ◇ **Learn with your peers and trainers:** Join our learning community. Ask questions and share experiences with trainers and peers.

### GET A TASTE OF THIS COURSE WITH THIS FREE RESOURCE



**FREE TASTER PDF:**  
[Tips for Navigating Challenging Conversations](#)



**LEVEL:**  
 Foundational



**PREREQUISITE:**  
 None

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Self-directed	\$360*	4+ hours	Always on demand
Group - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800* Half day – \$5200*	Full day Half day	As required

\*Prices current for 2022-23

TAKE ME TO THE MOSAICLAB ACADEMY COURSE PAGE



# STRATEGIC QUESTIONING FOR ENGAGEMENT



STRATEGY

This course is designed to help you build a **better understanding** of what you need to **engage on**. By being clearer about **what is hard** for your organisations to do, you are bringing people into a more interesting conversation where they can have more of an **impact** on the outcome.

## THIS TRAINING HELPS YOU ANSWER:

- ◆ What's really hard at the moment?
- ◆ Where do we need to put our energy?
- ◆ How are we going with our engagement practice?
- ◆ Where do we need to focus over the coming years?

## WHAT WILL YOU LEARN

- ◆ To **unpack** what the core engagement questions are for your project/s or organisation
- ◆ To learn how to **define** the core engagement questions in any engagement exercise
- ◆ To learn how to **display** and **share** these problems in a way that helps people contribute meaningfully and get to the nub of the issue quickly
- ◆ How to ask **strategic questions** to support clearer problem definition for any project
- ◆ How to **challenge internal habits** to focus on only one solution to a given problem
- ◆ The **psychology** behind our tendency to bias information that supports the outcome we want

## COURSE INCLUSIONS AND FEATURES:

- ◆ Practical examples drawn from real projects
- ◆ Fun, interactive, experiential learning activities
- ◆ Templates to help you map out your content more clearly
- ◆ Learn with peers and trainers: You get the opportunity to join our online learning community to ask

## YOU WILL WALK AWAY WITH

- ◆ Skills to **strategically question** any project parameters to define what is at the core.
- ◆ Skills you can apply in **any meeting** with community members/colleagues to help clarify meaning and understanding
- ◆ Core **dilemmas defined** for your project/s

**WHO:** This course is for anyone needing to engage with stakeholders or the community about their work. Senior leadership, elected officials and staff in any area of work would benefit.



**LEVEL:**  
Foundational



**PREREQUISITE:**  
None

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Group  
- virtual or in-person  
*(Up to 30 participants  
with 2 trainers)*

\$6,800\*

10am-3pm  
*(5hrs inc. lunch  
break)*

As required

\*Prices current for 2022-23

# OUR DELIBERATIVE DEMOCRACY MASTERCLASS IS HERE!

mosaicLAB  
ACADEMY

LEARN FIRST-HAND HOW TO RUN A CITIZENS' ASSEMBLY, GUIDED BY THE SPECIALISTS IN DELIBERATIVE ENGAGEMENT

## WHAT IS IT?

The Deliberative Democracy Masterclass is an immersive training experience that takes participants on a journey through a citizens' assembly, and gives those looking to facilitate deliberations the chance to unpack the facilitation methods and processes.

The idea for the masterclass sprang from the development of the Big Book - '[Facilitating Deliberation – A Practical Guide](#)'.

## WHO IS IT FOR?

The Deliberative Democracy Masterclass is made up of two modules, each created for a particular audience:

**GROUP A:** Community engagement practitioners, facilitators, elected members, decision-makers and anyone who is interested in finding out more about how deliberative democracy works.

**GROUP B:** Facilitators who want to learn how to run citizens' assemblies.

## HOW DOES IT WORK?

### BOOK ONE MODULE OR BOTH, DEPENDING ON YOUR NEEDS:

**Module One: two-day immersive assembly.** This module is for Group A (above) and works like a condensed citizens' assembly, exploring a question many facilitators may find relevant to their day jobs.

At the same time, it will be a training event for six to eight facilitators learning how the process works. This means those attending will also get an inside look at how facilitation works in practice.

**Module Two: three-day facilitation focus.** This module is for Group B and unpacks the facilitation skills and techniques for facilitators who want to become masters in this form of engagement.

This experience will step through each method and process, helping participants to understand the purpose behind each one, see different variations of each method and practice the approaches.

## WHY ATTEND?

- ✔ Explore a question directly relevant to your career - this question will be decided closer to the time.
- ✔ Gain first-hand experience of a citizens' assembly as a participant.
- ✔ Better understand what it would be like for you, your organisation and your communities when you undertake a deliberative process.
- ✔ Watch experienced facilitators in full flight, see how they operate and the tools, methods and processes they use to help citizens move beyond public opinion and reach shared public agreement.
- ✔ Learn practical techniques you can easily apply.
- ✔ Facilitators will receive acknowledgment of attendance and a reference if they complete the practical experience after Module Two.

## PREVIOUS PARTICIPANTS SAID

“ You'll walk away with a greater understanding of what is involved in a genuine deliberation process. The level of detail in the handbook is outrageous! Also, the ongoing support to stay connected after the workshop has been amazing, offering us advice on our own projects and giving lots of encouragement.”

– Polly Cameron, February 2023 masterclass participant

“ Be prepared to be challenged. It was a deep and important learning experience. There was a great sense of achievement in the group...at the end we had a sense that we'd done something meaningful.”

– Tony Matthews, February 2023 masterclass participant

Blog post > [Masterclass insights – trainees share learning journey](#)

## ONLINE OR FACE-TO-FACE?

We can deliver this training experience anywhere in the world, in your preferred format.

## WHEN IS IT?

The next masterclass is scheduled for 2024. Register your interest and receive updates as soon as more details are confirmed.

**EXPRESS YOUR INTEREST**

Can't wait until 2024? Have a group ready to take the masterclass now? Please get in touch to discuss how we can tailor a masterclass to your group.

**CONTACT US**

## HOW MUCH?

**Module One two-day immersive assembly**  
\$500 per person for up to 30 people  
(incl. meals & materials)

**Module Two three-day facilitation focus**  
\$2000 per person for up to 8 people  
(incl. meals & materials)

*These are indicative prices only and reflect in-person delivery. Actual prices to be confirmed, based on individual client requirements.*

## CHECK OUT OUR OTHER COURSES

MosaicLab Academy offers a range of training experiences in facilitation, engagement and deliberation.

Visit the  
**MosaicLab ACADEMY**



mosaicLAB **ACADEMY**

[e. info@mosaiclab.com.au](mailto:info@mosaiclab.com.au)

[w. mosaiclab.learnworlds.com](http://www.mosaiclab.learnworlds.com)