

**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)**





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.



# 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.



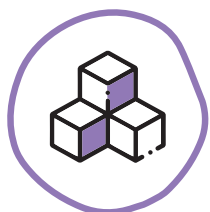
## AN ACTION-LEARNING APPROACH

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. CUSTOMISED TRAINING EXPERIENCES ARE ALSO AVAILABLE.

## FOUR WAYS TO LEARN



### SELF-DIRECTED

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



### PUBLIC

Each year, on selected dates, we offer public, group sessions. These special events are delivered online or face-to-face and anyone can attend.



### GROUP

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



### CUSTOMISED

A customised course package or series of sessions tailored to your needs and delivered in-house for your group or organisation. Delivery can be your choice of online, face-to-face or a blended mix.

# 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.

## FOUR LEARNING STREAMS



### ENGAGEMENT

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

### FACILITATION

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



### DELIBERATION

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

### CONFLICT

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



## MOSAICLAB DIRECTORS



**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

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.



ENGAGEMENT

## 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
Public – (virtual & in-person)	\$395	4 hours	As per schedule on our website
Group/customised - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800 Half day – \$4200	Full day – 6 hours Half day – 4 hours	As required

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# 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

Public – <i>(virtual &amp; in-person)</i>	\$395	2 hours	As per schedule on our website
Group/customised - virtual or in-person <i>(Up to 30 participants with 2 trainers)</i>	Minimum \$2500	Minimum 2 hours	As required



# THE ART OF 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.



## FACILITATION

### 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 self-directed 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
Public – (virtual & in-person)	\$395	4 hours	As per schedule on our website
Group/customised - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800	Full day – 6 hours	As required
	Half day – \$4200	Half day – 4 hours	



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# VIRTUAL 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.



## FACILITATION

### 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 and 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	On demand from June 2022
Public – (virtual & in-person)	\$395	4 hours	As per schedule on our website
Group/customised - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800	Full day – 6 hours	As required
	Half day – \$4200	Half day – 4 hours	

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# ADVANCED 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.



## 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 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

#### AVAILABLE DELIVERY MODES

#### COST

#### DURATION

#### AVAILABLE

Public – (blended)	\$1200pp	8 Weeks 8 hours online learning 2 x 4 hour in-person workshops 1-1 coaching session	As per schedule on our website
Group/customised-blended (Up to 20 participants with 2 trainers)	\$1000pp	8 Weeks 8 hours online learning 2 x 4 hour in-person workshops 1-1 coaching session	As required



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# DELIBERATIVE ENGAGEMENT FOR VICTORIAN COUNCILS



## DELIBERATION

THIS COURSE IS TAILOR-MADE FOR THOSE WITH A ROLE RELATED TO THE DELIBERATIVE ENGAGEMENT REQUIREMENTS OF THE VICTORIAN LOCAL GOVERNMENT ACT 2020. WHEN DELIVERED AS IN-HOUSE GROUP TRAINING, WE CAN ALIGN WITH THE SPECIFIC NEEDS OF YOUR TEAM OR ORGANISATION.

## 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 council's long-term planning.
- ◇ How your council can scale deliberation depending on their project context, the needs of council and your community.
- ◇ The different roles and responsibilities for undertaking deliberative engagement.
- ◇ **PRACTICE** planning deliberative engagement that can be applied to your own council's situation.

## 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.
- ◇ A hard-copy of our **Short Guide to Deliberative Engagement for Victorian Councils**.
- ◇ Support from MosaicLab trainers in designing deliberative engagement for your context.

## 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

### WAYS TO LEARN

### COST

### DURATION

### AVAILABLE

Self-directed	\$360	3 hours	September 2022 <b>'COMING SOON'</b>
<i>(Virtual &amp; in-person)</i>	\$395	4 hours	As per schedule on our website
Group/customised - virtual or in-person <i>(Up to 30 participants with 2 trainers)</i>	Full day – \$7800	Full day – 6 hours	As required
	Half day – \$4200	Half day – 4 hours	
	Mini – \$2500	Mini – 2 hours	

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# DELIBERATIVE ENGAGEMENT

CONSIDERING HIGH-INFLUENCE ENGAGEMENT WITH YOUR COMMUNITY? LEARN MORE FROM LEADING DELIBERATION PRACTITIONERS ABOUT WHAT IT IS, HOW TO DO IT, TIPS AND TRAPS PLUS HOW TO ENSURE IT HAS LASTING IMPACTS ON DECISION-MAKERS AND THE COMMUNITY.



## DELIBERATION

### WHAT WILL YOU LEARN

- ◇ What deliberative engagement is, who is using it, the ten 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 really ready to deliberate.

### COURSE INCLUSIONS AND FEATURES:

- ◇ **Seven learning modules:** The principles and practice of deliberation explained in seven highly practical learning modules.
- ◇ **Seven training videos:** Watch a professional deliberative engagement facilitator share their insights and knowledge.
- ◇ **Deliberation-in-action videos:** Watch deliberation at work, observe the unique characteristics and hear from the perspectives of decision-makers, project managers and participants.
- ◇ **Seven downloadable resources:** Explore a package of resources that will set you up for success in this engagement approach.
- ◇ **Learn with your peers and trainers:** Join our learning community. Ask questions and share experiences with trainers and peers.
- ◇ **Links to the latest thinking:** Explore the latest research and development in deliberative.

### 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
Public – (virtual & in-person)	\$395	4 hours	As per schedule on our website
Group/customised - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800	Full day – 6 hours	As required
	Half day – \$4200	Half day – 4 hours	

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# GROUP DECISION MAKING

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.



DELIBERATION

## 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

Public  
– (virtual & in-person)

\$395

4 hours

As per schedule on our website

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

Full day – \$7800

Full day – 6 hours

As required

Half day – \$4200

Half day – 4 hours



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# IMMERSIVE DELIBERATIVE EXPERIENCE

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.



## DELIBERATION

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

Public – (blended)	\$695pp	2 Weeks 4 hours online learning 4 hour in-person workshops	As per schedule on our website
Group/customised - blended (Up to 20 participants with 2 trainers)	\$600pp	2 Weeks 4 hours online learning 4 hour in-person workshops	As required



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# 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
Public – (virtual & in-person)	\$395	4 hours	As per schedule on our website
Group/customised - virtual or in-person (Up to 30 participants with 2 trainers)	Full day – \$7800 Half day – \$4200	Full day – 6 hours Half day – 4 hours	As required

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