**Training plan – February 3rd to 25th – Liverpool City Region Residents’ Assembly on Data and AI Innovation**

**Feb 3 Training: Agenda, activities, and what is an Assembly?**

***Goal: Introduce facilitators to each other, gather hopes and fears about taking part, present Assembly plan***

Intros – hopes and fears

* OPSI Charter slides
* Agenda V3 (edited)
* Running order
* Stimulus materials

Outros – hopes and fears

**Feb 11 Training: Managing conversations and deliberation**

***Goal: Discuss facilitation tips, active listening, and how to take notes while facilitating.***

**Facilitation tips**

* We are there as a guide – moderate, encourage, and record
* Agenda is important but it’s a living guide not a static one - we can be flexible as long as discussion aligns to overall topic
* Participant and person-centred – emotional moderation
* Where impartiality fits in – self-awareness and confidence
* Validation, pushback, and paraphrasing
* Create a safe space for discussion – what does this look like?
* What to do when we don’t know
* Time management
* Emphasise no right or wrong answer
* Always bring it back to topic
* Start with anyone would like to start – then moderate with individual

**Active listening**

* Open body posture
* Being present
* Asking clarification and prompting with open-ended questions
* Importance of silence
* End by summarising and asking if anything is missed

**Note-taking and data collection**

* The main product of the Assembly will be the data charter but our guiding question will have a more nuanced answer
* Notes should focus on answers (or challenges) to our question of trustworthy and beneficial data and AI innovation

**Exercise:**

1. Pair up 1:1 and ask the Q: What is your favourite movie and why? 3 mins
2. Switch after 3 mins

**Listener**- no verbal prompts, only take notes and paraphrase at the end. You are not allowed to say anything while they’re talking.

**Group discussion:**

* What are the pros and cons?
* How was it taking notes?
* Reflect back on your time being interviewed- what worked well?

**Activity: Practice moderating in pairs**

**Feb 18 Training: Risk Analysis and conflict session- what we can plan ahead for and what can’t we**

***Goal: Introduce code of conduct and distress protocol. Practice conflict resolution.***

For presentation:

* Code of Conduct
* Distress Protocol – staying safe
* Bias training – cultural sensitivity

**Activity: Conflict resolution: Managing disagreements and going off-topic**

<https://cmaconsulting.sg/best-exercises-to-train-conflict-management-for-managers/>

Common disagreements used for mediation role-play:

1. No one should have data ever, I have a right to privacy \ Who cares about privacy/data, I’m not doing anything illegal - and it can benefit people, but only if we all share it
2. AI is terrifying and we should never use it \ I use AI already all the time and think people who are afraid of it are dumb
3. I don’t think change is possible and don’t trust the government \ Government should be innovating all the time with data

Commercial profit-making

*“We know a lot of people are concerned about commercial profit-making. Channel that person for the next few minutes, even if you disagree with them. What would they be saying right now?”*

*“We all know someone who is more private about their data. Channel that person for the next few minutes, even if you disagree with them. What would they be saying right now?”*

Exercise 4: The “Mediation Role-Play”

**Objective:** Develop practical mediation skills by simulating a real-life conflict resolution scenario where the manager acts as a mediator.

**Why It’s Effective:** Mediation is a key aspect of conflict management, especially for managers who need to resolve disputes between team members. The Mediation Role-Play exercise allows managers to practice the role of a mediator, guiding conflicting parties towards a mutually agreeable resolution. This exercise is highly effective because it provides hands-on experience in managing emotions, facilitating dialogue, and finding common ground—essential skills for any leader.

How to Implement:

1. **Create a Realistic Conflict Scenario:**
   * Develop a conflict scenario that is relevant to the participants’ work environment. This could involve a disagreement between two employees over project responsibilities, a clash of personalities that is affecting team dynamics, or a conflict between a manager and an employee over performance expectations.
   * Ensure that the scenario is complex enough to require mediation, with each party holding a strong but potentially reconcilable position.
2. **Assign Roles:**
   * Assign participants to the roles of the conflicting parties and the mediator. The mediator’s role is to facilitate the discussion, help the parties articulate their concerns, and guide them towards a resolution.
   * Provide the conflicting parties with background information on their characters, including their motivations, concerns, and what they hope to achieve through the mediation process.
3. **Conduct the Mediation:**
   * The mediator begins the session by setting ground rules for the discussion, emphasizing the importance of respectful communication and confidentiality.
   * Each party is given time to express their perspective without interruption. The mediator’s role is to listen actively, ask clarifying questions, and summarize each party’s position to ensure understanding.
   * The mediator then works with the parties to identify common ground and explore potential solutions. The goal is to help the parties reach an agreement that addresses their underlying interests, rather than just resolving the surface-level conflict.
   * Throughout the process, the mediator must manage emotions, prevent the discussion from becoming adversarial, and maintain focus on finding a resolution.
4. **Debriefing and Feedback:**
   * After the role-play, conduct a debriefing session where participants can discuss the mediation process. Focus on what strategies were effective, how the mediator handled challenges, and what could be improved.
   * Provide feedback on the mediator’s performance, particularly in areas such as active listening, empathy, and the ability to facilitate a constructive dialogue.

**https://coco-net.org/wp-content/uploads/2019/11/Coco-WhiteSupCulture-ENG4.pdf**

**Antidotes to either/or thinking from Coco**

+ Notice when people use ‘either/or’ language and replace it with ‘both/and’ language;

+ When you feel stuck in an either/or situation, push to come up with more than two alternatives. If you feel you are stuck between two bad decisions and can’t see a way out, try telling your team: “I believe there is a third solution. What we need to do is figure out what it is;"

+ Notice when people are oversimplifying complex issues, particularly when the stakes seem high or an urgent decision needs to be made. Slow it down and encourage people to do a deeper analysis;

+ When people are faced with an urgent decision, take a pause and give people some breathing room to think creatively. When possible, avoid making decisions under extreme pressure;

+ Equip your team with the tools to think in more complex and nuanced ways (e.g. mind maps, relationship maps, and other forms of systems mapping).