



The Program: Process Design for Complexity

Monday, May 1 through Wednesday, May 3, 2023

Greater Boston, Massachusetts

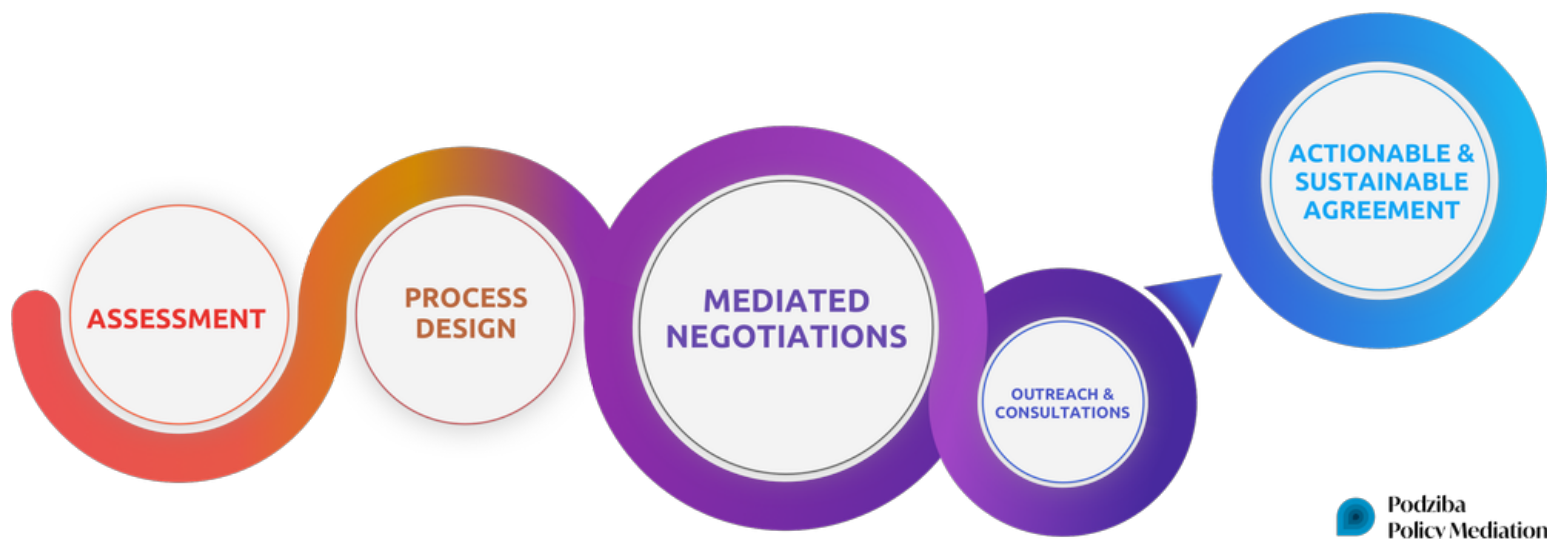
with Susan Podziba

**Founder and Principal of Podziba Policy Mediation, and
Author of *Civic Fusion: Mediating Polarized Public Disputes***

To learn more and download your application: <https://www.podziba.com/process-design-program>.

For questions and to request more information: aeames@podziba.com.

Susan Podziba is author of *Civic Fusion: Mediating Polarized Public Disputes* and a world-renowned process design expert. Susan has provided process design training to seasoned mediators from around the world as faculty for the Harvard Negotiation Institute course, Advanced Mediation Workshop: Mediating Complex Disputes, for United Nations special envoys, and World Bank mediators. Her process designs have resulted in agreements that have affected the lives of hundreds of millions of people.



Multi-party, multi-issue conflicts, embedded in complexity, require carefully designed and uniquely tailored processes. This program will teach you how to:

- Strategize across multi-layered dynamics to help parties reach for innovation
- Identify and convene numerous representative stakeholders for productive deliberations
- Design the process architecture for outreach and consultations to engage and integrate interests of additional individuals, groups, organizations, and societal sectors that must be part of an actionable solution
- Account for technical, social, political, and resource constraints in designing and implementing processes
- Locate and leverage systemic strengths to accomplish essential improvements
- Consider historical and cultural factors and power imbalances

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The Program: Process Design for Complexity was created in response to numerous requests for advanced process design training and coaching. It will help you provide effective process leadership to better address conflicts within and across complex systems.

Research and experience show that adult learners are most successful when practical application of concepts and peer support are included in their learning experience. Thus,

The Program is composed of three components:

I. Process Design Workshop

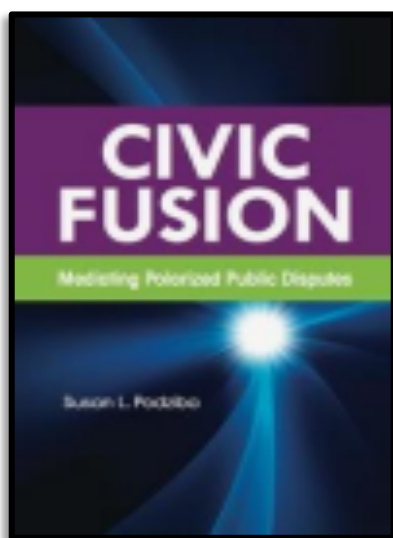
Participate in an exclusive, highly interactive, three-day, in person workshop that will train you to identify critical characteristics and dynamics within complex systems. Then use that knowledge to design uniquely tailored processes that will result in actionable and sustainable outcomes.

II. Peer Consultations

Every other month for one year following the workshop, participate in six 90-minute, small-group Zoom sessions led by Susan Podziba. Co-learners will discuss process design implementation and receive both expert and peer-to-peer support and advice. Discussions will focus on common challenges and identify lessons for best practice.

III. Coaching (Optional)

Any program participant can add 10 hours of one-on-one coaching from Susan Podziba for a period of one year following the end of their workshop. Coaching sessions will be conducted via Zoom, or in person when possible. Coaching is available for an additional cost.



Podziba Policy Mediation

PPM helps governments, stakeholders, and the public craft actionable and sustainable agreements to resolve complex public disputes.

<https://www.podziba.com/>

Civic Fusion: Mediating Polarized Public Disputes

Learn how people with clashing interests and values can bond to resolve controversial policy conflicts.

<https://www.podziba.com/civic-fusion>

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Susan Podziba is Founder and Principal of **Podziba Policy Mediation** and author of ***Civic Fusion: Mediating Polarized Public Disputes***. She founded the Sacred Lands Project at the MIT-Harvard Public Disputes Program and is faculty for the Harvard Negotiation Institute's Advanced Mediation Workshop: Mediating Complex Disputes, as well as an expert for the course, Religion and Conflict Transformation, organized by Swiss Peace at the University of Basel.



Podziba has been a public policy mediator for more than 30 years, and has designed and mediated scores of cases across the policy spectrum for clients including the United States Departments of Commerce, Defense, Education, Labor, Health and Human Services, Housing and Urban Development, Interior, and Transportation, as well as for the U.S. Environmental Protection Agency, U.S. Senate, U.S. Institute for Peace, United Nations, The World Bank, British Council, Netherlands Organization for Applied Scientific Research, Emilia Romagna Regional Authority of Italy, and the Negotiation Strategies Institute of Jerusalem. She has also served as a Fulbright Senior Specialist in Peace and Conflict Studies.

The Program: Process Design for Complexity is built on a foundation of guiding principles, which inform **The Program's** design and learning objectives.

Guiding Principles

- People who live a conflict have the knowledge and wisdom to help build the solution to that conflict.
- Resolving conflicts requires addressing perspectives that have become hardened by historical and ongoing conflicts.
- Change and shared solution-making is possible even within systems that appear to resist change.
- Carefully designed processes provide structure that enables productive deliberations among diverse representative stakeholders to create innovative, actionable, and sustainable agreements.
- Process experts design and implement processes that draw out parties' wisdom, support curiosity about others' interests, enable multiple perspective taking, and foster innovation to develop resolutions within political, resource, and social limitations.
- Mediators, facilitators, consultants, and managers, who serve as process experts, perform best when committed to continuous improvement and self-reflection.
- Learning and retaining complex skills must be reinforced over time through practical application, peer support, and continued coaching.

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Learning Objectives

During this highly interactive program, you will:

- Acquire the basic building blocks of process design.
- Learn to identify critical characteristics and dynamics within complex conflict systems.
- Cultivate a strategic thinking process for intervening in complex systems.
- Practice tailoring process mechanisms to specific dynamics and system characteristics and refine them through the course of implementation.
- Increase your ability to design and reflect upon process infrastructure.
- Construct a real-world process design for a complex conflict or system you are directly involved with or interested in.
- Expand your process design experience by learning from your peers.
- Optional: Further develop your expertise and project-success through one-on-one coaching.

Who Should Attend?

The intent of **The Program** is to create a network of skilled practitioners who will bring the value and benefit of process design to critical issues. **This program is intentionally designed for professionals who mediate, consult, and manage complex conflicts.** Co-Learner attendees should have the potential to engage leaders of governments, private organizations, NGOs, and other stakeholders, who have the power and authority to act in support of communities, societies, or nations.

To deliver a highly personalized experience and to ensure full participation in all program activities, **enrollment will be limited to 16 program participants per session.** To create a sustained and enriching learning experience among peers, a diverse range of experiences, professional backgrounds, skills, and accomplishments will be considered in selecting each learning cohort.

To receive a certificate of completion, participants must commit to attending all three full days of the workshop, and to participate in all peer consultation sessions. Scheduling will seek to accommodate all consultation group members.

Due to the interactive nature of this program, **participants must demonstrate English proficiency (listening, speaking, and writing).** Participants must be able to converse fluently with the instructor and other participants.

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For questions and to request more information: aeames@podziba.com.

Cost and Payment Policies

The cost of **The Program**, including the three-day workshop and six 90-minute peer consultations is \$5,000. All workshop meals are included: breakfast, lunch, and dinners on the first and second days of the workshop, and breakfast and lunch on the final day. Upon acceptance into **The Program**, payment in full is due immediately.

Participants have the option to build on their training through ten additional one-on-one coaching hours with Susan Podziba. If you are interested, please be sure you have indicated this interest in coaching on your application. Upon acceptance to **The Program** and receipt of payment, you will receive additional information on coaching. Payment for individual coaching is due within 30 days of completion from the final day of your workshop, and before coaching can be scheduled.

Cancellations up to 30 days before the start of **The Program** are eligible for a full refund less \$500. Cancellations within 30 days before the start of **The Program** will forfeit the full amount. Transfers and substitutions are not allowed at this time.

Submit Your Application

If you are interested in being a part of **The Program: Process Design for Complexity**, please download an application here: <https://www.podziba.com/process-design-program>.

To submit your application, ask questions, or to request more information on **The Program**, please email: aeames@podziba.com.

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APPLICATION

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PERSONAL INFORMATION

First Name: _____ Last Name: _____

Organization: _____ Title: _____

For course correspondence:

Email Address: _____

Phone Number: _____

Mailing address:

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

City: _____

State/Province (US & Canada): _____

Country: _____

Zip/Postal Code: _____

Nationality: _____

(Optional) LinkedIn Profile: _____

Name on Badge (Preferred Name): _____

Name to be printed on your certificate of completion:

Please return your application to acames@podziba.com.

APPLICATION QUESTIONS

1. Please provide a summary of your mediation, facilitation or conflict management practice and experience, including number of years practicing.

2. In what professional capacities have you used these skills?

3. Please provide a brief description of a past case.

Please return your application to aeames@podziba.com.

4. Describe a challenge that you encountered in your work as a mediator or conflict manager.

5. What are your goals for attending **The Program**?

6. Do you have any concerns about participating in **The Program**?

Please return your application to aeames@podziba.com.

7. In which countries and cultures have you worked?

8. **The Program** will include participant work on a current or planned project. We ask that co-learners come to **The Program** with a project to work on that they may comfortably share with the group. In no more than 500 words, please describe your project.

Please return your application to aeames@podziba.com.

ATTESTATIONS AND PERMISSIONS

I attest that I speak, read, and write English fluently. I will be able to fully participate and interact with the instructor and other students in English. An internet TOEFL score of 100 or higher, or a written TOEFL score of 570, are recommended. *

Yes

No

Podziba Policy Mediation (PPM) may use images or video taken during **The Program** for marketing and promotional activities. Notice will be given before images or video are taken. Should you choose to be included in photography or video recording during **The Program**, you waive your right to approval of these materials.

Yes

No

You consent to providing your personal information to Podziba Policy Mediation (PPM) for the sole purposes of administering **The Program**. PPM commits to protecting this information and to not sharing it without prior consent.

Yes

No

*Not being able to fully participate may negatively impact the learning of others. Certificates of completion may not be granted in such instances.

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COACHING

I would like to receive additional information on the optional one-on-one coaching hours with Susan Podziba.

Yes

No

SUBMIT YOUR APPLICATION

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