

Open Dialogue Training and Implementation Support

Open Dialogue is transforming mental health care in Australia. It is an evidence-based Approach to mental health that shifts the focus from crisis to community-centred practice. It enables people to be connected to a network of support including family, friends, lived experience and local services.

More about the Approach

Based on principles and practices that can be learnt, Open Dialogue can be implemented within services or across a whole community where multiple services coordinate their way of working. Open Dialogue becomes core to the mental health response.

Benefits include:

- Improved workforce capability and retention
- Reduced isolation and burnout for practitioners
- Reduction in hospitalisations
- Greater voice and agency
- Better recovery outcomes.



‘So we’re at a major turning point, really a major gear shift in the sort of realisation of Open Dialogue becoming a regular part of the way that our mental health care system works.’

Russell Razzaque, Consultant Psychiatrist, Open Dialogue Trainer and Chief Investigator, ODESSI

More about our offerings

The Open Dialogue Centre (ODC) offers a suite of training and implementation support programs designed to build workforce capability for mental health, allied health, youth and justice services, primary care centres, and community services – through an evidence base that makes Open Dialogue practice sustainable.

Why consider training with ODC?

What makes ODC unique is that we don't train participants without the comprehensive support needed to enable implementation of the principles and practices within your specific service or community setting.

With ODC's evidence-based approach, implementation can be done in a way that is sustainable - financially and culturally. Implementation is largely supported through InterVision, Mentor-in-Training and our Train the Trainer program, as well as through ODC's way of working in community.

ODC is a core partner in the world-first implementation of Open Dialogue across the Goulburn Region of Victoria where a whole of community response to youth mental health and wellbeing is currently being coordinated with local youth, community and mental health services.

We want to see your organisation supporting the shift from a crisis response to a networked, relational and community-oriented approach that leads to better outcomes – for our workforce, people and families.

Open Dialogue training programs



One-Day Exploration:

The potential and principles of Open Dialogue



Four-Day Skills Training:

Comprehensive practical introduction



One Year Foundation Course in Open Dialogue:

Implementing the Approach

Our faculty brings extensive experience across different service and community environments, including through multiple service locations as part of the ODESSI trial in the UK.

This means we can provide a program of continuous development with case studies, role play for different scenarios and ongoing professional practice collaborations.

'Learning from people who have actually built and sustained Open Dialogue in the field makes a profound difference — making this one of the most distinctive training opportunities available in Australia.'

Course participant 2025

Once your team has been trained in Open Dialogue, they can start working in a way that reflects the level of training – as co-facilitators or facilitators of network meetings, working dialogically and implementing the principles and practices.

But it does take time to fully develop the use of the skills you have learnt, and this is where InterVision comes in. InterVision will support ongoing learning as well as the wellbeing of your workforce. The Centre can assist with this, working with your team until they are ready to continue InterVision on their own.

Mentor-in-Training and **Train the Trainer** further support organisations to sustain their implementation of Open Dialogue - with integrity to the Approach.

One-Day Exploration

The potential and principles of Open Dialogue



The Centre offers virtual One-Day Explorations three times per year.

We can also provide a customised in-person Exploration Day for organisations with specific requirements or a high number of attendees.

Many organisations prefer to begin with a One-Day Exploration of Open Dialogue. This allows for a combination of team members and management to attend together to begin the process of exploring the skills and practice to understand what Open Dialogue can enable. You start working as a team from Day One.

More about the Course

During the One-Day Exploration you will:



Develop your understanding of the positive outcomes for people, families and their social network.



Gain an understanding of what Open Dialogue is and why the World Health Organisation (WHO) references it as a way to address the many issues with a bio-medically based mental health system.



Discover how Open Dialogue can support workforce transformation and coordination across services in a community.



 **APS CPD Approved**

2026-27
4.5 Hours

Register:

<https://opendialoguecentre.org.au/one-day-exploration/>

The next steps you can take

Four-Day Skills Training and the One Year Foundation Course

Getting your team trained and planning how Open Dialogue is implemented is central to the success of Open Dialogue for the long-term.

In an Open Dialogue Network meeting there are two trained facilitators.

The Four-Day Skills Training qualifies participants to be a co-facilitator and to support InterVision with your team.

ODC has designed an integrated suite of programs so that the Four-Day Skills Training and the first four days of the One-Year Foundations Course run concurrently, enabling organisations to balance the resources within their teams while enabling them to train together.

The One-Year Foundations Course (20 days) qualifies participants to be a lead facilitator – leading the InterVision for your team (following InterVision support sessions with one of our faculty).

Four-Day Skills Training

Comprehensive practical introduction



The Centre offers virtual Four-Day Skills days Training twice a year.

We can also provide a customised in-person experience for organisations with specific requirements or a high number of attendees - making it highly cost-effective.

The Four-Day Skills Training is a comprehensive practical introduction to Open Dialogue. It will deepen your understanding and give you the basic skills to co-facilitate Open Dialogue network meetings with a Lead Facilitator who has completed the One-Year Foundation Course.



Four Day Skills Training Outcomes

Learn how to become a co-facilitator in dialogical and relational practice within a network meeting through roleplays.

Deepen your understanding of the key elements of Open Dialogue practice, with real life examples and experiential learning sessions.

Expand your knowledge about the positive outcomes for people, families and their social network.

Support your team or organisation with the journey towards successful implementation of the Open Dialogue Approach.

Develop skills to assist with InterVision to support workplace welfare and self care.

Workshop real-life scenarios to understand how to put theory into practice.

We understand that resources can be tight which is why we chose to run the Four Day concurrently with the first four days of the One-Year Foundation Course (OYFC) (20 days).

You can split your team across the training whilst maintaining alignment across trainees, strengthening your teams cohesiveness while upskilling your workforce.

Those doing the Four Day can join a later One Year Foundation Course at day five.



APS CPD Approved

2026-27
21 Hours

Register:

<https://opendialoguecentre.org.au/one-year-foundation-course-open-dialogue/>

One-Year Foundation Course

Implementing the Approach



The Centre offers a virtual OYFC every six months (also available for in-person groups).

The OYFC is delivered in sequenced blocks, structured to maximise learning and allow time for reflection and practice between sessions. It is primarily a virtual program, making it accessible to practitioners across Australia.

Completing the One-Year Foundation Course (OYFC) qualifies participants to be an Open Dialogue Practitioner. You will develop the skills, knowledge and confidence to facilitate Open Dialogue network meetings supported by a co-facilitator who has completed the Four-Day Skills Training or the OYFC.

OYFC Faculty and experience

ODC's faculty of world-class trainers brings extensive experience translating Open Dialogue across practice, organisational, and community settings. Their knowledge comes from years of implementing, adapting, and refining the approach across vastly different services, with real experiences and examples.



More about the OYFC delivery and how it can be combined with the Four-Day Skills Training

The OYFC can also be delivered in-person for groups of 20-25, offering organisations the opportunity to train a cohort together and build shared capability from the ground up. The Four-Day Skills Training can also be run concurrently with the in-person OYFC, allowing your workforce to build capability in a way that is flexible.

For those who complete the Four-Day Skills Training and later decide they want to qualify as a lead facilitator, the pathway is straightforward: they simply join the next available OYFC cohort, picking up from day five.

'With Open Dialogue now popping up everywhere, I recognise the importance of a learning approach that has rigor and support from experienced facilitators as we implement it.'

Course participant 2025

Register:
<https://opendialoguecentre.org.au/one-year-foundation-course-open-dialogue/>

OYFC learning outcomes

'I believe it will have a huge impact on the care that young people receive.'

'I love the format for my learning style - content and then prac.'

'So thankful for this training and experience.'

Course participants 2025

1. Develop confident and capable practitioners

who can meaningfully implement the twelve key elements of dialogic practice into their work through facilitating network meetings.

2. Demonstrate a comprehensive understanding

of the evolution, development and potential applications of Open Dialogue, and critically evaluate its potential for integration in diverse settings.

3. Integrate the knowledge and skills necessary

to practice Open Dialogue as an ethical, human rights-based approach to mental health, demonstrating cultural competence and sensitivity by ensuring the person is at the centre of their care.

4. Evaluate thoughtfully the importance of lived and living experience

and the value of peer support in service delivery, and develop strategies to effectively incorporate these elements into practice.

5. Explore how current services and people's different identities and life experiences affect mental health and wellbeing, what this means for the care provided, and how implementation of Open Dialogue effects meaningful change.

6. Offer the ability to facilitate Open Dialogue

informed network meetings to provide skills in reflective practice, deep listening and working with uncertainty, working towards aligning recovery-orientated and trauma-informed practice.

7. Develop mindful and compassionate self-awareness skills via reflective practice.

8. Support improved outcomes for the person whose needs are central and their network by being able to offer alternative practices where appropriate.

9. Support professional growth by adding Open Dialogue to your suite of offerings.

10. Be part of strengthening team support and service culture by using dialogical approaches in communications and collaborations within your workforce. This allows for improved continuity of care and responsive team work.

11. Lead network meetings and implement change within your team supported by another team member who has completed the OYFC or the Four-Day Skills Training.

12. Capability to lead InterVision and self-work practice for your team.



Building workforce capabilities through Open Dialogue Implementation

The Open Dialogue Centre (ODC) offers a suite of **training and implementation** support programs designed to build workforce capability for mental health, allied health, youth and justice services, primary care centres, and community services – through an evidence base that makes Open Dialogue practice sustainable.

Implementation support

Our Centre can support you through the entire process from concept to full utilisation of Open Dialogue within your service. Our implementation strategies along with a faculty experienced in implementing Open Dialogue within the ODESSI trial offers the practical knowledge essential for successful implementation.



More about InterVision

Open Dialogue InterVision is a structured form of peer-led reflective practice, distinct from traditional clinical supervision, in which Open Dialogue practitioners reflect on their work, share observations, and deepen their dialogical practice.

Rather than involving an external facilitator, it functions as a model of reflective peer supervision for all members of the team.

Importantly, no clinical decisions are made in InterVision; its purpose is to sustain and strengthen the quality of practice, support practitioner wellbeing, and keep the principles of Open Dialogue alive in the day-to-day rhythms of a team's work.

Network role-plays

While role-plays are an integral part of our training, additional and ongoing practice is pivotal to successful implementation of Open Dialogue network meetings.

More about Mentor-in-Training and Train the Trainer

Our MiT program is designed for participants who have completed the One-Year Foundation Course and wish to extend their training to begin the process of becoming an Open Dialogue Trainer or more experienced Open Dialogue Practitioner.

The Train the Trainer program that follows the MiT program and completion will qualify participants to lead Open Dialogue training programs. The guidelines for this program has been developed in accordance with the Train the Trainer program in Finland where it originates.

Please contact the team via training@opendialoguecentre.org.au for more information on these programs.

'The real world examples – and opportunities to ask questions to those people was super helpful and there was enough time for this.'

Course participant 2025

Introducing the Centre's Training Faculty

The Open Dialogue Centre brings together an internationally experienced faculty with deep expertise in applying, training and researching Open Dialogue across mental health, primary care and community settings.

Our trainers are at the forefront of developing and implementing Open Dialogue in the UK, Europe and Australia — including direct involvement in the landmark ODDESSI randomised controlled trial. They combine knowledge with deep experience of what it takes to implement Open Dialogue across vastly different services and contexts.



Mark Hopfenbeck is a Senior Trainer in Open Dialogue with the Open Dialogue Centre and is currently lead trainer for the Post-graduate Certificate in Peer-supported Open Dialogue offered by the University of London.



Yasmin Ishaq is a relational psychotherapist, social worker and Senior Open Dialogue trainer and clinical supervisor bringing decades of experience working in the UK in a way that is trauma-informed, family-inclusive and strengths-based.



Tilly Read, as a Community Practice Lead in the UK, has been instrumental in spearheading initiatives centred around Open Dialogue, including the ODDESSI Trial and Peer Supported Open Dialogue methodologies.



Tracy Lang utilises her teaching background in delivering training within the Devon Partnership Trust. She has worked with both ODDESSI trial and APOD study research sites. Tracy is also a co-founder of ODISC.

More about the role of ODC

The Open Dialogue Centre makes service transformation possible and sustainable. We are funded by philanthropy combined with a fee-for-service model to support services to work in strengths-based, integrated, relational ways in their community.

We enable services to embed, adapt, and scale evidence-based community practice in different contexts around Australia. We collaborate across these three levels:



Practice level:

- Open Dialogue training
- Service change and development
- Mobilising collaboration and learning



Organisational level:

- Leadership, strategy and culture
- Workforce capability
- Service architecture



Community level:

- Discovery days and events
- Mobilising the network
- Collective advocacy
- Policy influence

Sign up for training



<https://opendialoguecentre.org.au/open-dialogue-training/>

Stay in touch!

To find out more about ODC's training and events or to sign up for our newsletter visit our website or email us:

www.opendialoguecentre.org.au
info@opendialoguecentre.org.au

ODC Founding Partner: GrantFamily Philanthropy.

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