

## MCCCD MOSAIC Development Plan

The MOSAIC series features a total of 24 hours of learning experiences and activities for all levels of employees. The series consists of six sequential workshops designed to enhance awareness, knowledge, skills, and application strategies that will help participants:

- Appreciate the importance of an inclusive culture
- Increase their understanding of barriers, feelings and questions when providing service to customers with unfamiliar cultures and perspectives
- Answer tough questions and address specific customer situations identified by the participants
- Strengthen skills necessary for effective intergroup communication
- Recognize and respond to harmful (discriminatory, biased or exclusionary) comments, attitudes, behaviors and
- Increase understanding of how inclusion and exceptional customer service impacts the entire organization.

Category/ Courses	Hours
<b>Human Relations</b>	
MOSAIC Level IA – Knowing Ourselves and Others	4.0
MOSAIC Level IB – Knowing Ourselves and Others	4.0
MOSAIC Level 2A – Recognizing Bias and its Consequences	4.0
MOSAIC Level 2B – Recognizing Bias and its Consequences	4.0
MOSAIC Level 3A – Strengthening Maricopa Through Action	4.0
MOSAIC Level 3B – Strengthening Maricopa Through Action	4.0
<b>Total Hours</b>	<b>24</b>

Registration, course descriptions, schedules, and a transcript of courses completed can be found online at: <https://maricopa.learn.taleo.net/>

Please send questions to  
[eolt@domail.maricopa.edu](mailto:eolt@domail.maricopa.edu)  
or call 480.731.8209



Center for Employee &  
Organizational Development  
Division of Human Resources

The Maricopa County Community College District is an EEO/AA institution.