

PCP's Dialogic Aims and Sample Tools to Achieve Them

Our Dialogic Aims	Sample Tools to Achieve Our Dialogic Aims
Promote generous listening	Separate speaking and listening by <ul style="list-style-type: none"> • Turn-taking • The pause • Limiting responses by pre-set time bounds • Listening tools: writing, listening tasks • Pre-meeting sharing of concerns and questions without attribution
Invite people's attention to their relational intentions	<ul style="list-style-type: none"> • Pre-meeting interview focus on <ul style="list-style-type: none"> • Hopes • Images of successful conversation • Collaboratively develop meeting agreements that support people's intentions and hopes • Begin with personal focus (what people care about and how this connects with their lives) • Written questions • The focused pause
Promote participants' ownership of the process	<ul style="list-style-type: none"> • Solicit hopes • Solicit design ideas • Use participants' language • Refrain from interpretation • Be transparent about facilitator aims and actions • Intervene on behalf of agreements and invite participants to also do so • Rely on participant reflections for planning subsequent meetings

Promote mutual recognition and acknowledgement	<ul style="list-style-type: none"> • Clarify differences between <ul style="list-style-type: none"> • Not hearing • Misunderstanding • Understanding • Pose carefully crafted questions for all in the group to consider • Invite questions of genuine interest • Invite observations of areas of agreement
Promote recognition of the complexity of self and other	<ul style="list-style-type: none"> • • Ask questions crafted to surface <ul style="list-style-type: none"> • personal experience • gray areas or areas of value conflict • Stereotyping exercise • Invite questions when assumptions surface
Reduce anxiety and fear	<ul style="list-style-type: none"> • Prepare in collaboration with relevant community <ul style="list-style-type: none"> • Informative written invitation • Questions to consider in advance • Solicit, suggest, and serve shared agreements or ground rules • Involve people in selection of content and questions to address • Circulate questions and concerns (without attribution) prior to meeting • Facilitate fairly
Equalize conversational power	<ul style="list-style-type: none"> • Adopt a shoulder-to-shoulder, non-expert stance • Involve all “sides” equally in planning • Begin with anticipated, sequenced and timed exchanges, a kind of ritual • Agree to ground rules within group • All share responsibility for keeping group members to ground rules • Check your responses with the parties • Time limits for exchanges • Arrange the physical environment to support equity • Facilitate fairly

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