



DIALOGUE
PARTNERS

Bringing people together

More Tools for Your Community Involvement Toolbox

August 2015

Trainer Introductions: Who are we?



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Spee Dating: Participant Introductions



Picture source: eastbayspeeddating.com



**KEEP
CALM
AND MEET
NEW
PEOPLE**

Picture source: esnivgo.org

ROUND 1:

- At your **TABLE**
- Find a **PARTNER**
- Each identify 1 **challenge** you are experiencing i community involvement right now



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**KEEP
CALM
AND MEET
NEW
PEOPLE**

ROUND 2:

- **Lock eyes with someone across the room**
- Each identify 1 **opportunity you see emerging in community involvement**



**KEEP
CALM
AND MEET
NEW
PEOPLE**

ROUND 3:

- Find someone with something **SIMILAR** to you (hair, clothes, style etc.)
- Each identify 1 **HOPE** you have for this session today




KEEP
CALM
AND MEET
NEW
PEOPLE

ROUND 4:

- Pick **ANYONE** you want to talk to
- Each identify **what you need** from other participants & trainers so you can be at your best today



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- 
- A red roller coaster with white tracks is shown against a clear blue sky. The track features several loops and drops, with the white support structure visible. The image is used as a background for a presentation slide.
- Challenges
 - Opportunities
 - Hopes
 - Needs

Picture source: Dialogue Partners



Picture source: bigbrandsystem.com

Session Overview

- Welcome, Introductions & Overview
- Guiding Principles for some “NEW” tools
- Conversation Toolkit
- Socratic Circle
- Ideas Fair
- Culturally Sensitive Tools
- Closing Evaluation

Resources, examples & samples via email post session

Highly participatory & interactive session

Bring your experiences and ideas and share

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Going BEYOND IAP2 Core Values / Core Principles for Public Engagement



“Our commitment to openness means more than simply informing the American people about how decisions are made. It means recognizing that government does not have all the answers, and that public officials need to draw on what citizens know.”

– PRESIDENT OBAMA, 1/21/09



core principles for public engagement

A collaborative project led by the National Coalition for Dialogue & Deliberation (NCDD), the International Association for Public Participation (IAP2), the Co-Intelligence Institute, and other leaders in public engagement, with the expectation of ongoing dialogue and periodic revision.

May 1, 2009



Guiding
Principles for
“new” tools



CHANGED
PRIORITIES
AHEAD

Picture source: Dialogue Partners

We need to work together to find solutions to complex challenges.

A man wearing a dark jacket, blue pants, a black beanie, and sunglasses is sitting on a folding chair outdoors. He is holding a white sign with blue text that reads "LISTEN TO THE PEOPLE!". The sign is tilted slightly to the left. The background shows a paved area, a concrete curb, and some greenery. The man is looking directly at the camera.

LISTEN TO
THE PEOPLE!


Picture source: Dialogue Partners

Put the conversation in the hands of
the people who care.



Picture source: Dialogue Partners

Focus on relationships & trust more
than outcomes or results.

A close-up photograph of a white computer keyboard key labeled 'Ctrl'. A finger is visible at the top, pressing down on the key. The key is rectangular with rounded corners and has the word 'Ctrl' printed in a black, sans-serif font. The background is dark and out of focus.

Ctrl

Give up some control: put people at the centre of what you are doing.



Picture source: ahaprocess.com

Increase social connection & capital.
Encourage diversity.



Picture source: Emily Gallant

Equalize power.

☒ BE ☒
POSITIVE
THINK
POSITIVE
Vote No

Advocat STANDING IN THE
FILE to civil discourse



Build up people
and communities
so they are
stronger.



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Picture source: colba.org



NO HORN
BLOWING
EXCEPT
FOR
 ANGER

Picture source: The Guardian

Embrace & channel emotion.

YOUR Beliefs
DON'T MAKE YOU
A BETTER PERSON,
YOUR
Behavior
DOES.

Ac wit compassion authenticity.



CONVERSATION TOOLKIT

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Conversation Toolkit

- What is a Conversation Toolkit?
- How might you use a Conversation Toolkit in your projects?
- Guidelines for developing a Conversation Toolkit

SMALL GROUP EXERCISE

Question your Assumptions



Conversation Toolkit EXERCISE

PART 1

Working in your table group:

1. Consider the case study
2. HOW will you put the conversation in the hands of the community?
3. What approach will you take?
4. What questions will you ask?
5. Flip chart the conversation you think people in the case study could have
6. Pick 1 group member who will facilitate the conversation

Conversation Toolkit EXERCISE

PART 2

World Café: Test out conversations, 3 rounds, 7 minutes each

1. Be a stakeholder in the case study
2. Table facilitators will explain conversation to each group
3. Participate actively so you can get a feel for how it might work for the community to direct the conversation among themselves

Conversation Toolkit TIPS, LESSONS LEARNED & EXAMPLES

- What insights, suggestions and ideas do you have about the Conversation Toolkit?
- Lessons Learned and considerations for using
- Examples and case studies of the tool in use



SOCRATIC CIRCLE

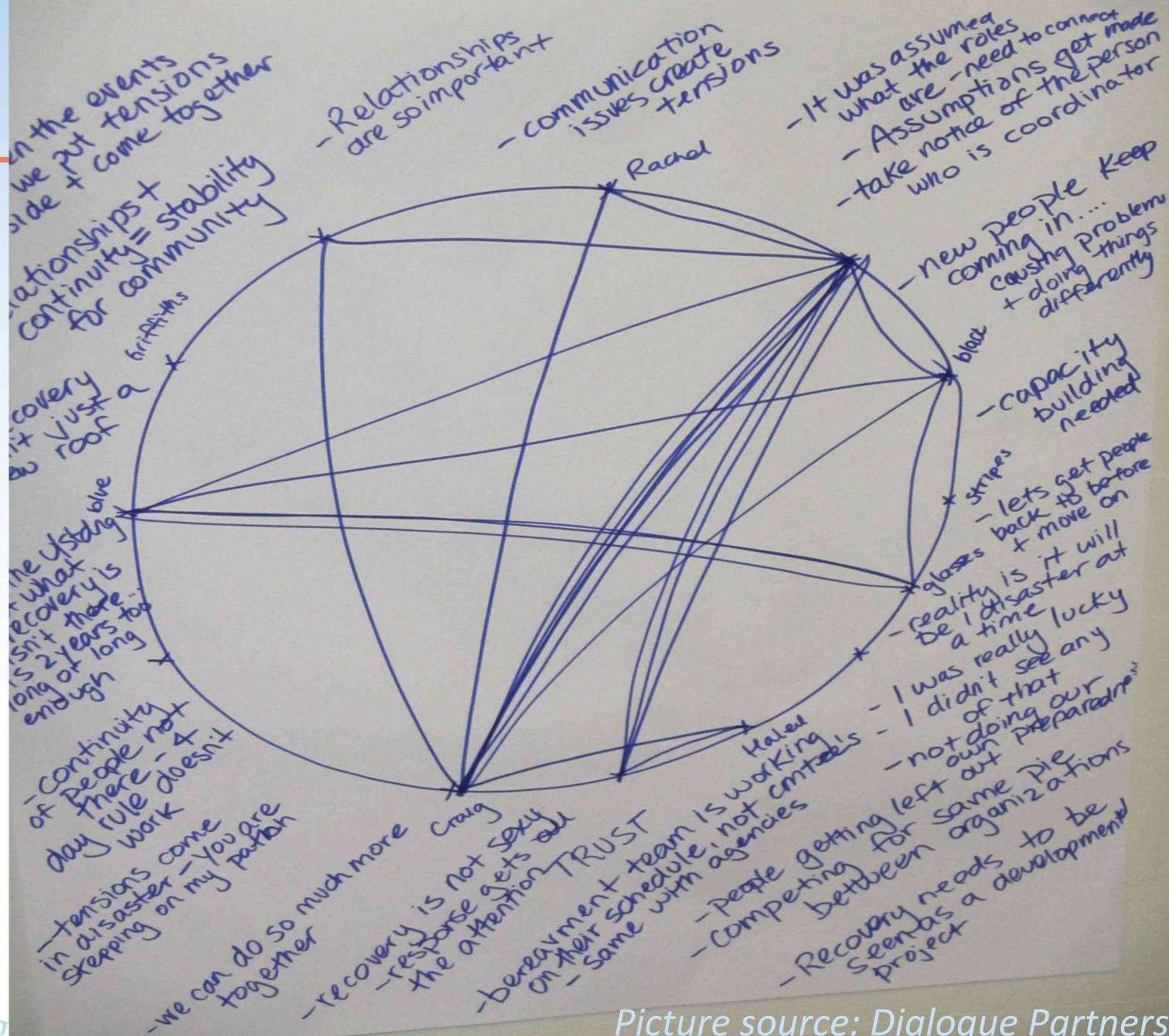
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Socratic Circle

- What is a Socratic Circle?
- How might you use a Socratic Circle in your projects?
- Guidelines for using the Circle

Picture source: Dialogue Partners





Picture source: Dialogue Partners



KEEP
CALM
AND
ENGAGE
ON

Picture source: Dialogue Partners



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Take a walk in other people's shoes. What are participants feeling about your projects?



Picture source: punctuality rules

GROUP EXERCISE

Question your Assumptions



Socratic Circle TIPS, LESSONS LEARNED & EXAMPLES

- What insights, suggestions and ideas do you have about the Socratic Circle?
- Lessons Learned and considerations for using
- Examples and case studies of the tool in use

CHANGE BEHAVIORS.
CHANGE DIRECTIONS.
CHANGE LIVES.
CHANGE POLICIES.
CHANGE VOICES.

BE AN ALLY.

BE THE CHANGE.



IDEAS FAIR

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Ideas Fair

- What is an Ideas Fair?
- How might you use an Ideas Fair in your projects?
- Guidelines for using the Ideas Fair



Picture source: Dialogue Partners



GROUP EXERCISE

Question your Assumptions



Ideas Fair EXERCISE PART 1

Working in your new group:

1. Consider the case study and the Ideas Fair station assigned to your group
2. Develop questions, tools and/or instructions for your Ideas Fair station that is appropriate for the case study

You have 15 minutes

Ideas Fair EXERCISE PART 2

Testing out the Ideas Fair:

1. Imagine you are a stakeholder or participant in the case study
2. Over the next 15 minutes test out a number of conversation stations in the Ideas Fair
3. Think about what works and what you experience at each station

Ideas Fair TIPS, LESSONS LEARNED EXAMPLES

- What insights, suggestions and ideas do you have about the Ideas Fair?
- Lessons Learned and considerations for using
- Examples and case studies of the tool in use



Culturally sensitive tools

Integrate
Values +
Culture

Picture source: Dialogue Partners

What does it mean to be culturally sensitive?

Integrate
Values +
Culture

Picture source: Dialogue Partners

What are some Guidelines for engaging in cultures other than your own?

"I'm here for
you"

every service
provider needs

What is your role and relationship?

Picture source: Dialogue Partners

Why
are we called
Indians?

Who can tell you the community protocols?



Photovoice

Photovoice

- What is Photovoice?
- How might you use Photovoice in your projects?
- Guidelines for using Photovoice

PhotoVoice

www.photovoice.org



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What matters to me...

A young adult photovoice project



"So every morning I have to study the Scriptures and learn about it. So that is a part of my life...having to be committed to doing it for four years is a big part of my life. It matters to me."



"Harvest is especially important to me because the family pins together...for two months of the year. It is really, really nice. Just the sense of belonging that goes with it, I just really, really cherish and enjoy."



"This is Pollop and Cobalt, our cat. [Pollop] is very important to me because he is my horses' second foal. But like I said, they are all important to me."



"This is sort of a history thing, but it's really important to me...in the summertime you can't even see this house...it makes me wonder how many people even know that it's made from a couple of granaries."



"History is very important to me and I love that I'm part of a family that has such a unique history here. They have been settled for almost 100 years and this car represents that. I am a car buff anyway. I feel sorry for it but I love that they have that kind of history."



"I like pussy willows. I always have, ever since I was a kid. It means that spring is almost here, so I love to see them."



Above: "Doing chores everyday is a big part of life for me. I have to haul square bales every week...The horses are in a different shed so I do that with my dad and brother."



Above: "I like art. It's very important to me because my dad is an artist, my sister is, and we just have art all over the place."



Above: "These things make me think of syringes, long needles going in and out of the Earth. They are a mixed bag because they bring a lot of wealth (to my own family, even) but every pump makes me wonder, 'do we really know what we are doing?'"

"That's the Pipestone rink...I try to maintain the ice there. To me it's pretty important because it's one of the few parts or areas in the community where people meet together...It's part of the community. That's important to me."



Left: "The painting hanging on the wall reminds me of the barn at my parents farm. Because I live here, I don't live there and I worry that my children will grow disconnected from agriculture and the land that I grew up on."



Above: "That's a picture of my cows at four o'clock in the morning. They're always awake for me when I get there. They're never late...It's my job, but it's my life. It's my passion...anyone who's been on a dairy farm, or any kind of farm, you know what it's like. But it's hard to explain to people. Farming is just in you and I don't think it ever leaves you."

Right: A picture of a young man's work in Nisku.

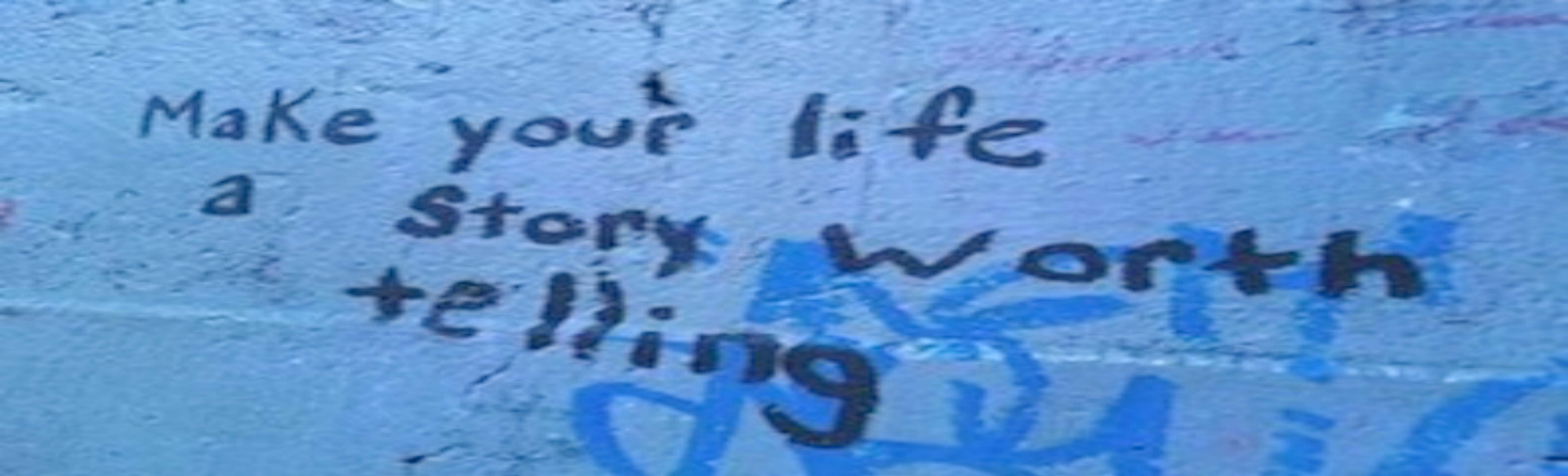


Below: "I would push grass under the fence for the cows because they were my best friends, since I was an only child...since my grandparents quit dairying it's almost like you lose part of the family."



Story-telling

- What is story telling?
- How might you use story telling in your projects?
- Guidelines for using story telling



Picture source: Dialogue Partners



I will want to forgive and reconcile – that is the best way. If we can't forgive, we can never get forgiveness back.



Picture source: <http://www.qtcommission.com/>

**NOBODY
SHOULD EVER FEEL**

— Sandy Bay resident

To get
More Job

To get rid
of gangs



**if we have
all this
we can make a
difference**

**COMMUNITY
WORKSHOP
and LUNCH**

Invitation and the power of Sandy Bay
Residents' Association

It is our chance to discuss opportunities
to build a better relationship
between Sandy Bay residents and
the Council. We will be discussing
the future of the area and the
opportunities for the future.
We will be discussing the future
of the area and the opportunities
for the future.

September
November 14, 2013
10am - 1pm
Sandy Bay
Community Centre

More information and booking details
on the website or by phone



this situation is more than that. **It's from the beginning.**
— Island Falls staff member

THINGS WE LEARNED ALONG THE WAY:

Where you've been is as important as where you are going.

Before you can look into the future you need to spend time in the past and present, detailing the emotion and state of the situation. People's experiences and understanding are built on the fullness of their entire lives - not just the issue or topic you want to talk to them about. Chronic conflict defines people's identity and perspective and it becomes how they view their world and interact with others. Time spent capturing the collective community understanding of the past was a necessary part of the healing, recognition and acknowledgement that would allow forward movement.

Go beyond those seeking to gain or affirm power.

Deep and enduring divisions within the community emerged over the years as people tried to take control and make change happen on their own. Each goes about it in a different way, and not always in ways agreed by all in the community. We had to hold true to our value of inclusion and respect for each individual perspective and the diversity of the views that might create the way forward. The power of the future is held in the different views held by all who care about the issue, so that the future looks possible to each of them.

Jumping to solutions is not the answer

It's hard not to be immediately responsive and jump to the end, but "band-aid" or simple solutions aren't the answer to a complex situation. This project had a diversity of needs and ideas of what a successful relationship would look like and there was no one single solution for the path forward. Instead the situation demanded a holistic approach that goes beyond one-time or ad-hoc initiatives, and empowers both the community and the organization with joint responsibility to sustain a successful relationship.

Words alone do not cut it.

This was a transformational journey, not one of simple change. Dialogue Partners was tasked to build a unique plan of engagement and similarly a distinctive style of reporting. The only way to fully understand this community and this relationship is to experience it, the feeling, the emotion, the stories of the conflict, the culture and the people. So feel it for yourself by reading our report:

<http://dialoguepartners.ca/final-report/>

What are the results and outcomes when you put the relationship first?

Taking the time to understand issues and concerns, to build trust and relationships is the key to sustainable outcomes that benefit everyone. If you rush to solutions, or focus on a project versus the connection between neighbours, you risk short term gains for long-term challenges and heartache. Social license to operate can be defined as both the acceptance and the approval granted by a community or network of stakeholders to an organization for a project, or ongoing operations. True social license inspires trust and co-ownership. In essence, good neighbor status emerges, and this status is complex, grounded in organizational commitment and credibility and the community's social capital and hopes for the future. **Social license can be built, but it must also be maintained through effort, commitment and actions.** When it exists, communities and organizations benefit. We are early days in the NEW and continuing journey of these two groups, but we see the path laid and the sign posts set for the social license to operate.

Adapted from www.dialoguepartners.ca

**"I want to see my grandkids grow up with trust
instead of mistrust, like me"**

— Sandy Bay resident



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Building a Better Relationship: the people of Sandy Bay and SaskPower

Your task:

Pick a variety of people in the community, and video record their stories and answers to the questions. Tell us why you picked them and what you learned from what they told you.

Question 1: What is important to know about the past and the history of the people of Sandy Bay?

Question 2: Imagine yourself 10 years from now, and you have come to call Island Falls a good neighbour. What would this relationship look like?

Question 3: What do you see as the potential opportunities for the people of Sandy Bay and SaskPower to work together?

GROUP EXERCISE

Question your Assumptions



EXERCIS PART 1

Remember your number! Watch the video thinking about being a stakeholder in that situation.


1. 1's and 2's organize yourselves into groups of 3 or 4 with others of the SAME number.
2. 1' wil design questions t elicit STORIES i the FIRST vide case study
3. 2's will design questions to elicit IMAGES and feelings in the SECON case study
4. You have 15 minutes to design your approach for the other group to test out

EXERCIS PART 2


- Small groups of 1's find a small group of 2's to partner with.
- 2's go first.
- 2's engage 1's as participants in PHOTOVOICE for 15 minutes.
- 1' g next.
- 1's engage 2's as participants in STORY TELLING for 15 minutes.

TIPS, LESSONS LEARNED & EXAMPLES


- What insights, suggestions and ideas do you have about the tools?
- Lessons Learned and considerations for using
- Examples and case studies of the tool in use



O a stickie, write
down an insight or
learning you could
apply to your work
right away.



Find a partner and
share stickies.
Post them on the
wall.



Highlights of the
experience?
Evaluation Forms.
Sign in sheet and
follow-up resources
examples via
email.

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