

# Leveraging the Power of Dialogue Presentation Handout

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Dialogue aims to *build* relationships between people as they address a *common concern*.

### Critical Elements of Dialogue

- ✓ Equality
- ✓ Empathetic listening
- ✓ Bringing assumptions into the open

Source: Daniel Yankelovich, The Yankelovich Center For Social Science Research

### Strategies for Successful Dialogue:

- ✓ Err on the side of including people who disagree
- ✓ Initiate with empathy
- ✓ Minimize mistrust
- ✓ Compartmentalize decision-making
- ✓ Reality check existing scripts
- ✓ Focus on value system conflicts, not people
- ✓ Evaluate relationship quality

*“Engaging in dialogue is a way to practice empathy and has the power to advance our civility.”*

### Ground Rules

Set the stage for...

Psychological safety: A belief that you can make *interpersonal risks*

### Basic Ground Rules

1. Recognize the power of deep listening.
2. Respect others and refuse to engage in name-calling.
3. Speak about personal experiences. Start your sentences with “I” rather than “you”. “I experienced...”
4. Minimize interruptions and distractions.
5. Maintain confidentiality.

Source: The Little Book of Dialogue for Difficult Subjects

### Environmental Scan Tool

	Past/Present	Future
Positive	Points of Pride 1	3 Aspirations
Negative	Complaints 2	4 Feared New Problems

### Change Advocates & Continuity Advocates

- Step 1 Frame the Dialogue
- Step 2 Contribute 1-2 ideas for each quadrant Benefits
- Allows each team member to see a system view.
- Moves the discussion towards, how we keep our points of pride, address complaints, achieve aspirations, and avoid new problems.
- Allows themes to emerge.

Source: Dr. Barry Johnson, Polarity Management