

THE FUTURE OF POLICING

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Facilitator's Handbook

Quick Tips for
Dialogue Facilitators



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QUICK TIPS FOR DIALOGUE FACILITATORS

Facilitator's Handbook - The following are quick tips for facilitators and are adapted and excerpted from the National Coalition on Dialogue and Deliberation and the Study Circles Resource Center, now Everyday Democracy.

www.ncdd.org and www.Everyday-Democracy.org

Comparison of Dialogue and Debate

- Dialogue is collaborative: two or more sides work together toward common understanding. *Debate is oppositional: two sides oppose each other and attempt to prove each other wrong.*
- Dialogue enlarges and possibly changes a participant's point of view. *Debate affirms a participant's own point of view.*
- Dialogue reveals assumptions for reevaluation. *Debate defends assumptions as truth.*
- Dialogue causes introspection on one's own position. *Debate causes critique of the other position.*
- Dialogue opens the possibility of reaching a better solution than any of the original solutions. *Debate defends one's own positions as the best solution and excludes other solutions.*
- Dialogue creates an open-minded attitude: an openness to being wrong and openness to change. *Debate creates a closed-minded attitude, a determination to be right.*
- Dialogue calls for temporarily suspending one's beliefs. *Debate calls for investing wholeheartedly in one's beliefs.*
- In dialogue, one searches for basic agreements. *In debate, one searches for glaring differences.*
- In dialogue, one searches for strengths in the other positions. *In debate, one searches for flaws and weaknesses in the other position.*
- Dialogue involves a real concern for the other person and seeks to not alienate or offend. *Debate involves a countering of the other position without focusing on feelings or relationship and often belittles or deprecates the other person.*
- Dialogue assumes that many people have pieces of the answer and that together they can put them into a workable solution. *Debate assumes that there is a right answer and that someone has it.*
- Dialogue remains open-ended. *Debate implies a conclusion.*

A Great Facilitator

- Makes the opinions of participants the primary focus of the discussion.
- Helps the group set its ground rules and keep to them.
- Helps group members grapple with the content by asking probing questions.
- Helps group members identify areas of agreement and disagreement.
- Brings in points of view that haven't been talked about.
- Creates opportunities for everyone to participate.
- Focuses and helps to clarify the discussion.
- Summarizes key points in the discussion and asks others to do so.
- *Practices* neutrality.
- Encourages and affirms each person.
- Is aware of “unconscious” behaviors.
- Resists the temptation to step out of the role of facilitator.

The Role of the Participant

- Listens carefully to others.
- “Take your turn and pass it on.” Gives others a chance to speak. It is important for everyone to be heard.
- Helps keep the discussion on topic.
- Addresses remarks primarily to the group and not exclusively to the facilitator.
- Takes an active part in the discussion.
- Engages in friendly disagreement.
- Respects the position of those with whom you disagree.
- Strives to understand other's points of view.
- Keeps an open mind.

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REVIEW GROUND RULES

Sample Ground Rules for Dialogue & Deliberation Processes

(Excerpted National Coalition on Dialogue and Deliberation compilation)

The World Café – *Café Etiquette*

- Focus on what matters.
- Contribute your thinking and experience.
- Speak from the heart.
- Listen to understand.
- Link and connect ideas.
- Listen together for deeper themes, insights and questions.
- Play, Doodle, Draw – writing on the tablecloths is encouraged.

Talking Circle Rules

The University of New Mexico – Education Outreach Online Training

The three main rules of the Talking Circle are:

- Speak honestly and truthfully from the heart.
- Be brief.
- Listen attentively.

Each Circle develops its own rules during the first meeting, and everyone in the group agrees to abide by them. Some typical rules are:

- One person talks at a time. Everyone listens to the person talking, without interrupting.
- Be supportive of each other and

encourage each other.

- If you say you will do something, do it.
- Be willing to try things you have never tried before.

Everyday Democracy Ground Rules

- Listen carefully and with respect.
- Each person gets a chance to talk.
- One person talks at a time. Don't cut people off.
- Speak for yourself, not as the representative of any group. Remember that others are speaking for themselves, too.
- If something someone says hurts or bothers you, say so, and say why.
- It's okay to disagree, but be sure to show respect for one another.
- Help the facilitator keep things on track.
- Some of the things we will say in the study circle will be private (personal). We will not tell these stories to other people, unless we all agree that it is okay.
- If you know of relevant online references, please include them in your postings; be sure to provide the complete Web site address (URL) and explain why the material is valuable.
- Do not use this forum to sell your products and services.

History of Days of Dialogue

In 1995, as a result of the verdict in the O.J. Simpson trial that polarized many Los Angeles communities, then Los Angeles City Councilperson Mark Ridley-Thomas inaugurated Los Angeles' first city-wide discussion, the Days of Dialogue. Since then, tens of thousands of people, both locally and nationally, have participated in Days of Dialogue programs.

The Institute for Nonviolence in Los Angeles is a project of Community Partners, a 501(c)(3) organization. / 1000 N. Alameda St., Suite 240, Los Angeles, CA 90012

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