

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

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

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