INTRODUCTION TO DIALOGUE & DELIBERATION

Speakers: Courtney Breese, Managing Director, NCDD
           Sandy Heierbacher, Founding Director, NCDD
TODAY’S PRESENTERS

Courtney Breese
Managing Director
National Coalition for Dialogue & Deliberation

Sandy Heierbacher
Founding Director
National Coalition for Dialogue & Deliberation
SERIES 1: LEARNING SCHEDULE

ONLINE LEARNING

- Introduction to Dialogue & Deliberation
  March 9, 2017

- World Café
  April 6, 2017

- Everyday Democracy’s Dialogue to Change Process
  May 1, 2017

IN PERSON TRAINING

Everyday Democracy’s Dialogue to Change Process for Public Libraries Serving Larger, Urban Communities
June 23, 2017
INTRODUCTION TO DIALOGUE & DELIBERATION:

FOR PUBLIC LIBRARIES SERVING LARGE, URBAN COMMUNITIES
AGENDA

- Why libraries are suited for dialogue & deliberation
- Examples of libraries using D&D
- Elements for success
- Introducing World Café and Everyday Democracy
- Resources and Q&A
NCDD’S MEMBERSHIP
WHY LIBRARIES?
“Libraries have an enormous asset, which is trust. People trust libraries, and public libraries in particular. And that means that they feel comfortable coming to the library and sharing their ideas and concerns and working together with us to help solve problems.”

- Richard Frieder
WHY DIALOGUE & DELIBERATION?
Why Dialogue & Deliberation?

<table>
<thead>
<tr>
<th>Debate</th>
<th>Dialogue</th>
<th>Deliberation</th>
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<tbody>
<tr>
<td>Compete</td>
<td>Exchange</td>
<td>Weigh</td>
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<td>Argue</td>
<td>Discuss</td>
<td>Choose</td>
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<td>Promote opinion</td>
<td>Build relationships</td>
<td>Make choices</td>
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<tr>
<td>Seek majority</td>
<td>Understand</td>
<td>Seek overlap</td>
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<td>Persuade</td>
<td>Seek understanding</td>
<td>Seek common ground</td>
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<tr>
<td>Dig in</td>
<td>Reach across</td>
<td>Framed to make choices</td>
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<tr>
<td>Tight structure</td>
<td>Loose structure</td>
<td>Flexible structure</td>
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<tr>
<td>Express</td>
<td>Listen</td>
<td>Learn</td>
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<td>Usually fast</td>
<td>Usually slow</td>
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<td>Clarifies</td>
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<tr>
<td>Win/lose</td>
<td>No decision</td>
<td>Common ground</td>
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Excerpt from: The Public’s Voice: Building Community Engagement Through Deliberative Dialogues, Sandra Hodge, Ph.D. and Patty Dineen
What is an issue you see your community grappling with, or a topic that is ripe for engagement?
"I would recommend that a library use D&D. It seems really useful for two situations: 1) giving people the chance to talk about challenging national issues, like the war in Iraq; and 2) allowing people to discuss local issues or the local “face” of a national issue. It’s the kind of event that local residents expect from the library, in that it isn’t advocacy but rather it’s an opportunity to learn and think through an issue."

- Jen Wilding
HARRY’S FRONT PORCH FORUMS

A series of programs designed to encourage discussion of some of the most important issues facing Americans today

Programs begin at 6:30 p.m.
Plaza Branch, 4801 Main St.

MONDAY, OCTOBER 20, 2008
The Energy Problem: Choices for an Uncertain Future

MONDAY, NOVEMBER 17, 2008
Making Ends Meet: Is There a Way to Help Working Americans?

MONDAY, DECEMBER 8, 2008
Too Many Children Left Behind: How Can We Close the Achievement Gap?
CHOOSE CIVILITY
COMMUNITY-POLICE RELATIONSHIPS

Community Conversations, Hartford (Conn.) Public Library
Credit: American Libraries Magazine, 2015
ELEMENTS FOR SUCCESS

1. A TIMELY TOPIC

1. GROUND RULES

2. A PROCESS & FACILITATOR
Goals of Dialogue & Deliberation

First-Order Goals
- Issue Learning
- Improved Democratic Attitudes & Skills
- Improved Relationships

Second-Order Goals
- Transformed Conflicts
- Individual & Collective Action
- Improved Institutional Decision Making

Third-Order Goals
- Improved Community Problem Solving
- Increased Civic Capacity

Graphic created by Sandy Heierbacher, NCDD (August 2009). Its content is a slightly adapted version of the “Goals of Deliberation” figure in Beginning with the End in Mind: A Call for Goal-Driven Deliberative Practice (Summer 2009, Public Agenda’s Center for Advances in Public Engagement), by Martin Carcason of Colorado State University’s Center for Public Deliberation, available at www.publicagenda.org/cape.
"If the library thinks the community should care about an issue but has not asked what the community thinks, it may be a waste of resources. My partner and I put a lot of effort into developing a conversation framework and no one came. Since then, we polled the public on the topics they want to discuss and we’ve had much better results.”

- Carolyn Caywood
GROUND RULES

Conversation Café Agreements

**Open-mindedness:** Listen to & respect all points of view.

**Acceptance:** Suspend judgement as best you can.

**Curiosity:** Seek to understand rather than persuade.

**Discovery:** Question assumptions, look for new insights.

**Sincerity:** Speak from your heart and personal experience.

**Brevity:** Go for honesty and depth – don’t go on and on.
PICK A PROCESS

CHOOSE A MODEL

OR

COMBINATION OF MODELS

ala.org/LTC-models  #librariestransform
D&D ENGAGEMENT STREAMS

- Exploration
- Conflict Transformation
- Decision Making
- Collaborative Action
ABOUT WORLD CAFÉ
ABOUT EVERYDAY DEMOCRACY
RESOURCES

NCDD’s RESOURCE CENTER:
ncdd.org/rc

BEGINNER’S GUIDE:
ncdd.org/rc/beginners-guide

ALA LTC SITE:
ala.org/LTC

ALA LTC LISTSERV:
communityengagement@lists.ala.org
REGISTRATION NOW OPEN

SERIES 1: Public libraries serving large and/or urban communities

Register now at: ala.org/LTC-models

ala.org/LTC-models #librariestransform
MORE QUESTIONS?
REGISTER NOW

ala.org/LTC-models
CLAIM YOUR BADGE

INSTRUCTIONS

1. Visit www.credly.com
2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCPublic1” to claim badge
THANK YOU!