



# INTRODUCTION TO DIALOGUE & DELIBERATION

Speakers: Courtney Breese, Managing Director, NCDD  
Sandy Heierbacher, Founding Director, NCDD

BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.



# TODAY'S PRESENTERS



**Courtney Breese**

Managing Director

National Coalition for Dialogue &  
Deliberation



**Sandy Heierbacher**

Founding Director

National Coalition for Dialogue &  
Deliberation

## ONLINE LEARNING

Introduction to  
Dialogue & Deliberation  
*March 9, 2017*



World Café  
*April 6, 2017*

Everyday Democracy's  
Dialogue to Change Process  
*May 1, 2017*



# SERIES 1: LEARNING SCHEDULE

## IN PERSON TRAINING



Everyday Democracy's  
Dialogue to Change  
For Public Libraries  
Serving Larger, Urban Communities  
*June 23, 2017*



# INTRODUCTION TO DIALOGUE & DELIBERATION:

FOR PUBLIC LIBRARIES SERVING LARGE, URBAN COMMUNITIES

BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.



# 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**

# NATIONAL COALITION FOR DIALOGUE & DELIBERATION



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# NCDD'S MEMBERSHIP



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# WHY LIBRARIES?



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# 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

# OPPORTUNITIES



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# WHY DIALOGUE & DELIBERATION?



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# WHY DIALOGUE & DELIBERATION?

Debate	Dialogue	Deliberation
Compete	Exchange	Weigh
Argue	Discuss	Choose
Promote opinion	Build relationships	Make choices
Seek majority	Understand	Seek overlap
Persuade	Seek understanding	Seek common ground
Dig in	Reach across	Framed to make choices
Tight structure	Loose structure	Flexible structure
Express	Listen	Learn
Usually fast	Usually slow	Usually slow
Clarifies	Clarifies	Clarifies
Win/lose	No decision	Common ground

*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?



# WHY DIALOGUE & DELIBERATION?

"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

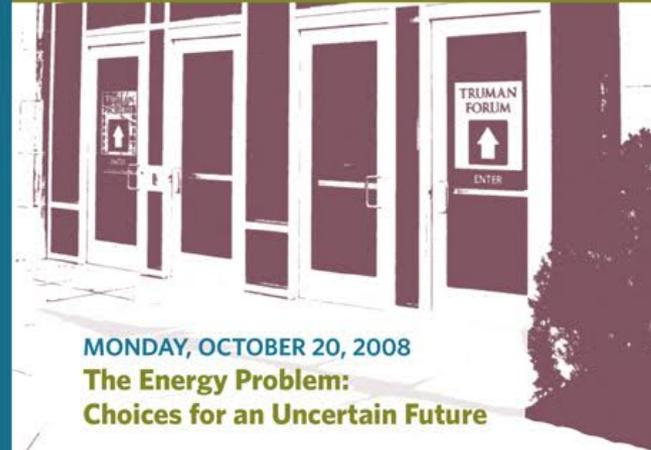
# HARRY'S FRONT PORCH FORUMS

## 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.

THE KANSAS CITY PUBLIC LIBRARY



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?**

C O N S E N S U S

# CHOOSE CIVILITY



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# COMMUNITY-POLICE RELATIONSHIPS



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

# ELEMENTS FOR SUCCESS

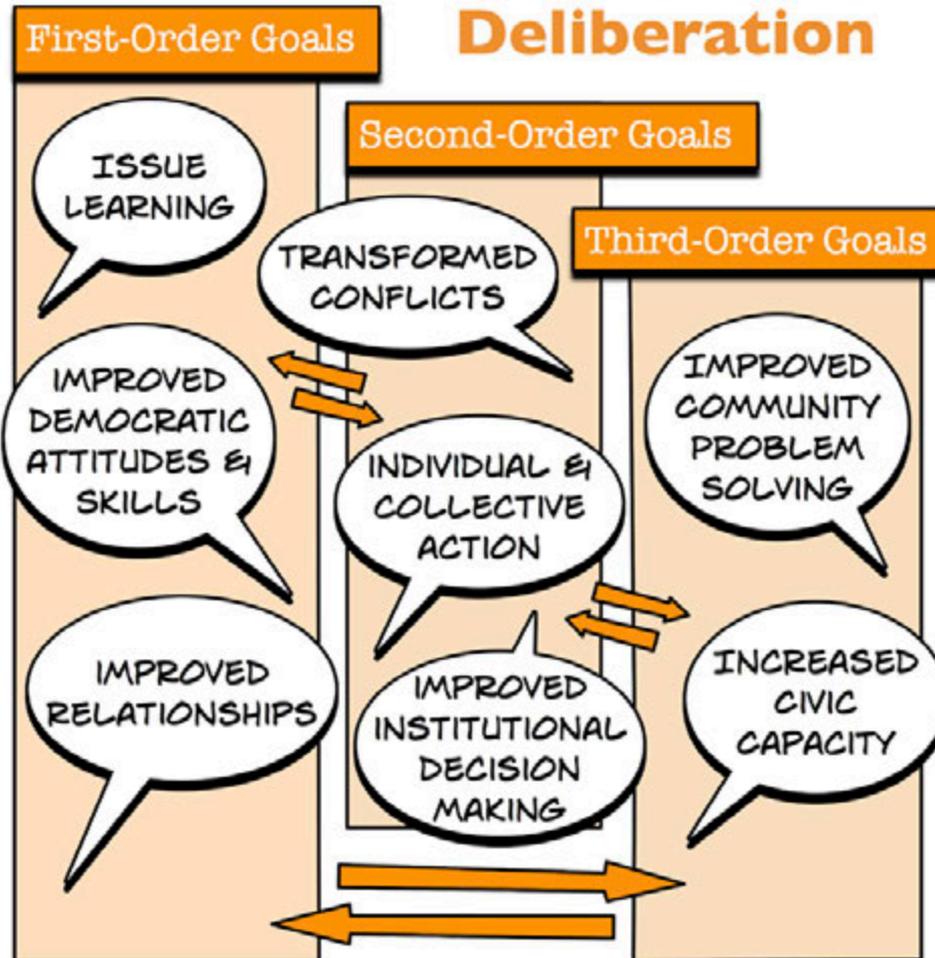
1. A TIMELY TOPIC

1. GROUND RULES

2. A PROCESS &  
FACILITATOR



# Goals of Dialogue & Deliberation



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 Carcasson of Colorado State University's Center for Public Deliberation, available at [www.publicagenda.org/cape](http://www.publicagenda.org/cape).

# CHOOSING A TOPIC/ISSUE

**"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

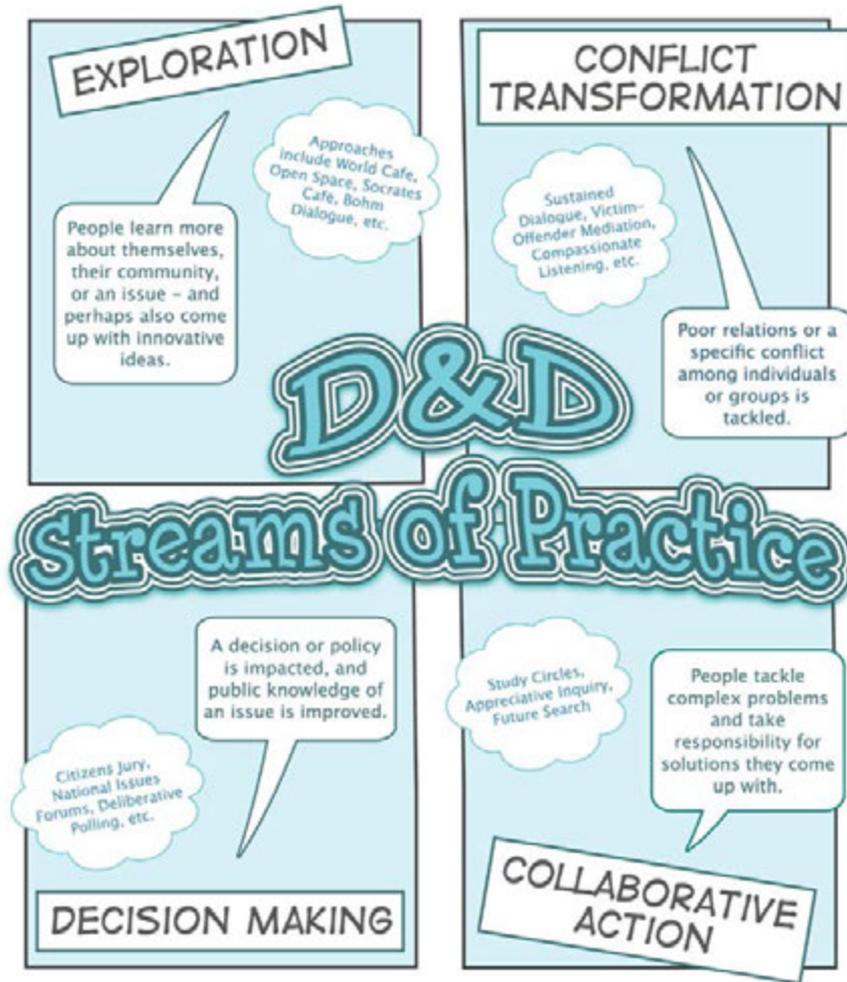
OR

COMBINATION OF MODELS



# D&D ENGAGEMENT STREAMS

- Exploration
- Conflict Transformation
- Decision Making
- Collaborative Action



This is a snapshot of the Engagement Streams Framework developed by Sandy Heierbacher and members of the National Coalition for Dialogue & Deliberation (NCDD) in 2005. The framework helps people decide which methods of dialogue and deliberation best fit their goals and resources.

For the full framework, go to [www.ncdd.org/streams](http://www.ncdd.org/streams).

# ABOUT WORLD CAFÉ



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# ABOUT EVERYDAY DEMOCRACY



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# RESOURCES

**NCDD's RESOURCE CENTER:**  
[ncdd.org/rc](https://ncdd.org/rc)

**BEGINNER'S GUIDE:**  
[ncdd.org/rc/beginners-guide](https://ncdd.org/rc/beginners-guide)

**ALA LTC SITE:**  
[ala.org/LTC](https://ala.org/LTC)

**ALA LTC LISTSERV:**  
[communityengagement@lists.ala.org](mailto:communityengagement@lists.ala.org)

## Libraries Transforming Communities: Large and/or Urban Public Libraries

### Partner Organizations



### Trainings

#### Introductory Webinar

"Libraries Transforming Communities: Models for Change Overview"

Recorded Thursday, Feb. 9, 2017, 1 - 2 p.m. CST

Type: Virtual

Library Types: All

Libraries Transforming Communities Models for Change...

**LIBRARIES TRANSFORMING COMMUNITIES: MODELS FOR CHANGE Overview**

Speakers: Courtney Breese, Managing Director, NCDD  
Mary Davis Fournier, Deputy Director, ALA Public Programs Office

BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.

[Watch the recording of "Libraries Transforming Communities: Models for Change Overview"](#)

[Download the slides for "Libraries Transforming Communities: Models for Change Overview"](#)

[Download the resources shared during "Libraries Transforming Communities: Models for Change Overview"](#)

#### Series 1: For libraries serving large and/or urban communities — Spring 2017

"Libraries Transforming Communities: Introduction to Dialogue & Deliberation"

Thursday, March 9, 2017, 1 - 2 p.m. CST

Type: Virtual

Library Types: For library professionals serving large and/or urban communities

[Register Now](#)

# REGISTRATION NOW OPEN

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

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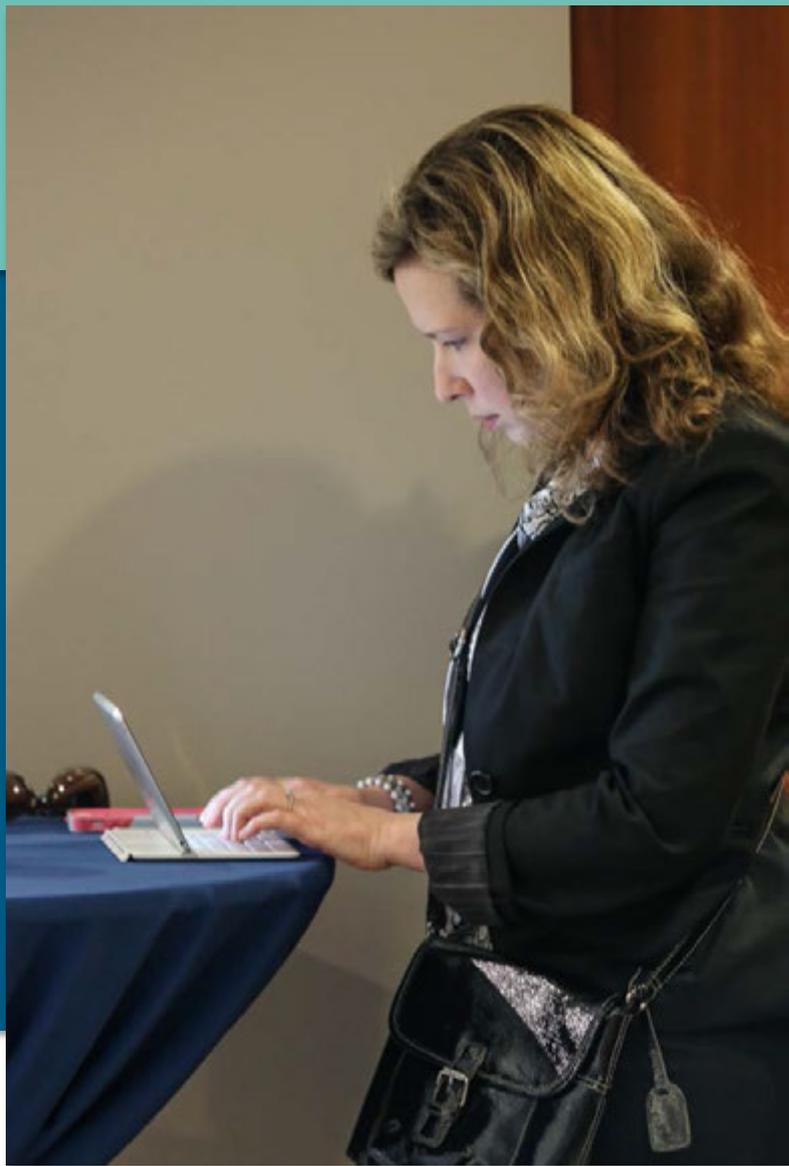


# MORE QUESTIONS?

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# REGISTER NOW

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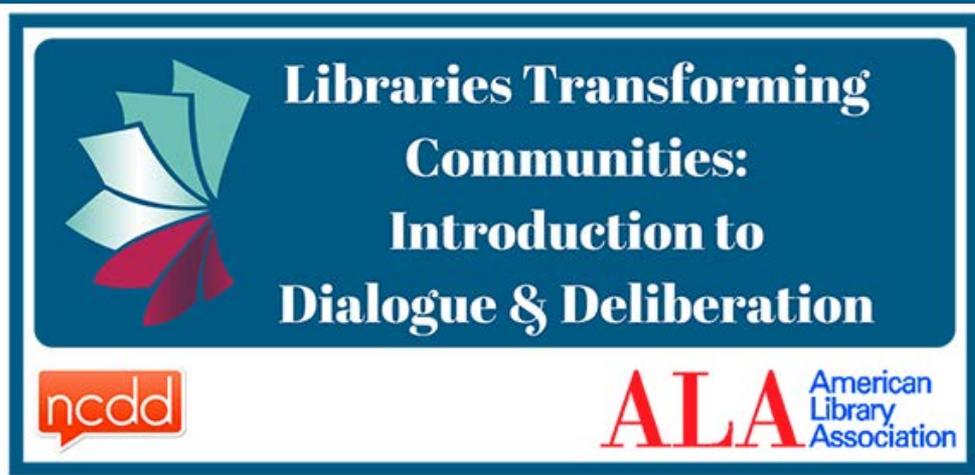
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# CLAIM YOUR BADGE

## INSTRUCTIONS

1. Visit [www.credly.com](http://www.credly.com)
2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCPublic1” to claim badge





# THANK YOU!

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CONVERSATION MORE THAN EVER.

