



Everyday Democracy's Dialogue to Change Process

Speakers: Matthew Sagacity Walker, Community Assistance Associate, Everyday Democracy
Malana Rogers-Bursen, Program Associate, Everyday Democracy
Richard Frieder, Senior Associate, Everyday Democracy

BECAUSE OUR DIVIDED NATION NEEDS
CONVERSATION MORE THAN EVER.



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 Large, Urban Communities
June 23, 2017

PRE-WEBINAR WORK

▶ Read

- ▶ Everyday Democracy's "How We Work": http://programminglibrarian.org/sites/default/files/everyday_democracy_how_we_work.pdf
- ▶ Everyday Democracy's Dialogue to Change Diagram: http://programminglibrarian.org/sites/default/files/everyday_democracy_dialogue_to_change_model.pdf

▶ Watch

- ▶ New Voices of Asylum Hill: https://www.youtube.com/watch?v=AHU3NzsDs_A
- ▶ Part one of this three-part series, Introduction to Dialogue & Deliberation: <https://youtu.be/Hq6nWzTFJuE>
- ▶ Part two of this three-part series, World Café: <https://youtu.be/hPW03ukNwbQ>

TODAY'S PRESENTERS



Matthew Sagacity Walker
Community Assistance Associate
Everyday Democracy



Malana Rogers-Bursen
Program Associate
Everyday Democracy



Richard Frieder
Senior Associate
Everyday Democracy



Creating Spaces for Inclusive and Equitable Community Problem Solving

Everyday Democracy

BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.



GOALS

1. Understanding Everyday Democracy's Dialogue to Change Process
2. Appreciation of Community Engagement Principles
3. Strategies and Practices for Outreach and Engagement
4. Principles of Inclusion and Equity

AGENDA

- ▶ **Traditional Community Engagement**
- ▶ **Dialogue Process**
- ▶ **Theory Behind the Process**
- ▶ **Outcomes**
- ▶ **Hartford Library Dialogues**

How have you seen issues addressed in your community?

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TOP DOWN: PRIVATE MEETINGS WITHOUT COMMUNITY INPUT



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FROM THE BOTTOM UP: REACTIVE INSTEAD OF PROACTIVE



TOWN HALL MEETINGS



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PAJARITO MESA: STRONG STARTS FOR CHILDREN



- ▶ **Community in New Mexico**
- ▶ **1,500 residents, many from Mexico and Central America**
- ▶ **70 people participated in 6 dialogue circles**

PAJARITO MESA ACTIONS

- ▶ Portable schoolhouse and after school services for children
- ▶ Collaboration with county emergency services
- ▶ County commissioner's office supporting more dialogues

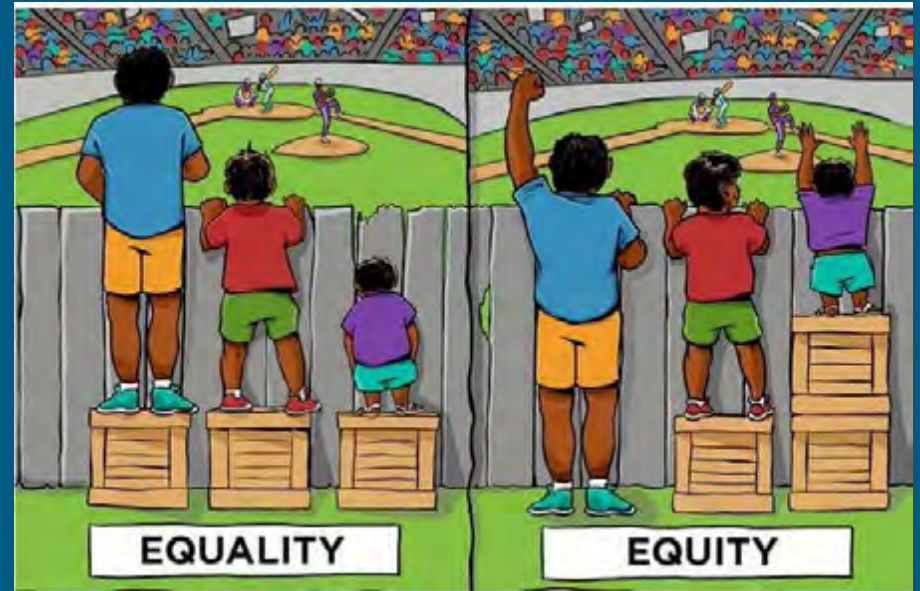


WHY DOES THIS APPROACH WORK?

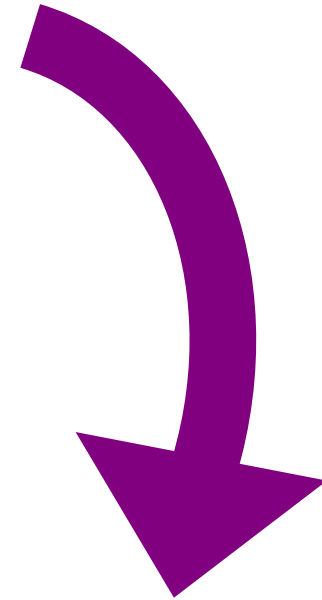
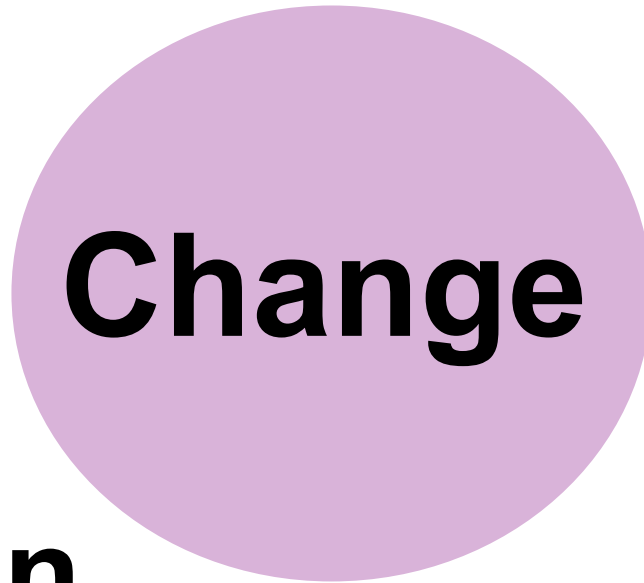
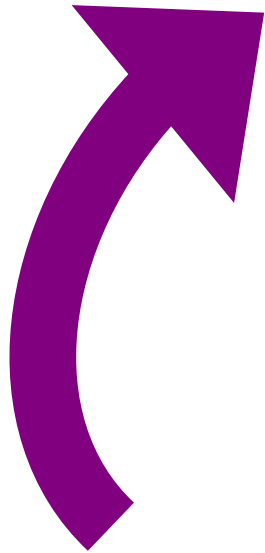
- ▶ Inclusion of many voices
- ▶ Building relationships
- ▶ Help communities build capacity
- ▶ Focus on racial equity explicitly but not exclusively

EQUITY V. EQUALITY

- ▶ **Equity ≠ Diversity**
(Diversity = Variety)
- ▶ **Equity ≠ Equality**
(Equality = Sameness)
- ▶ **Equity = Fairness and Justice**



Organizing

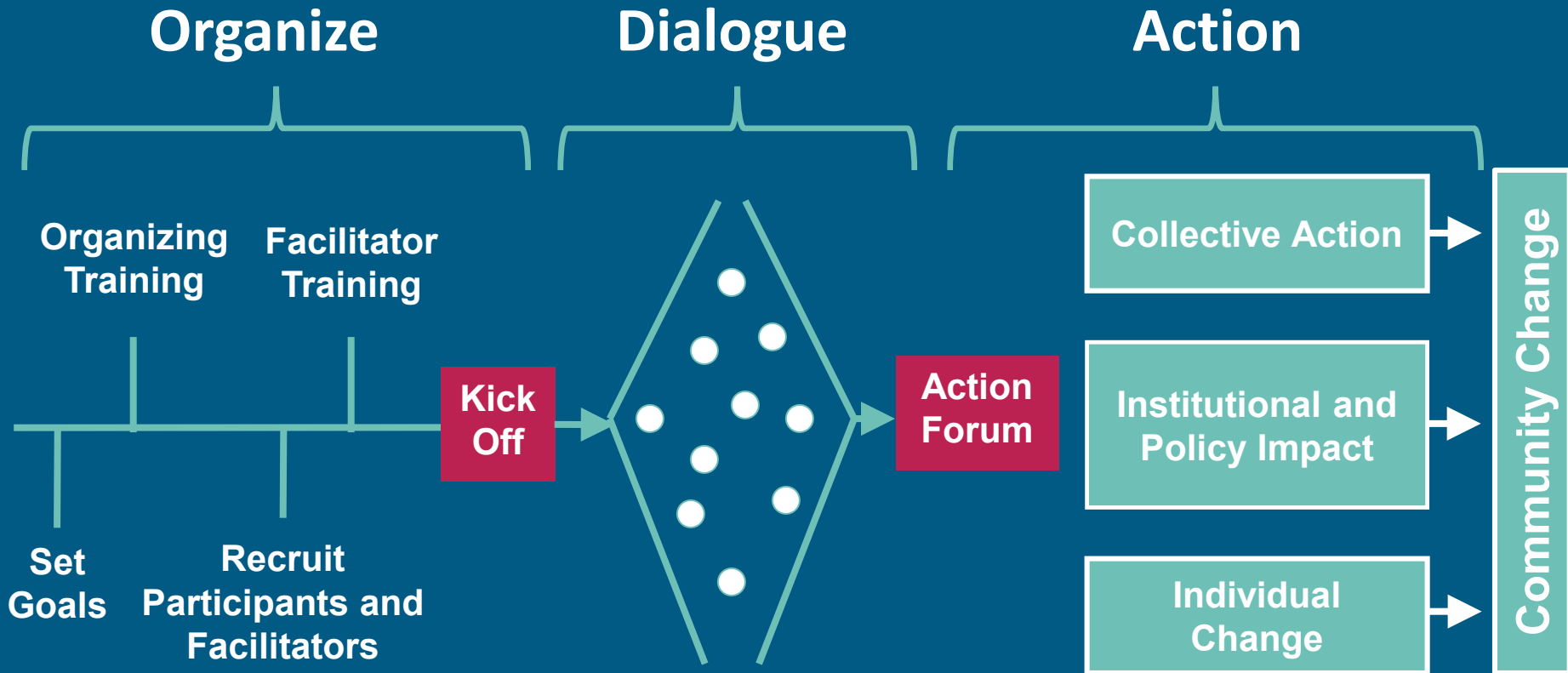


Action

Dialogue



HERE'S HOW IT WORKS



ORGANIZING

- ▶ **Build a coalition of community partners**
- ▶ **Recruit a planning/organizing team**
- ▶ **Recruit participants and facilitators**
- ▶ **Train facilitators**
- ▶ **This phase can take 4-6 months**

VALUE OF FACE-TO-FACE CONVERSATIONS

- ▶ Communicating through technology has become commonplace
- ▶ What a gift it is to sit down and *talk* to each other face-to-face



What is neutral facilitation?

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NEUTRAL FACILITATION

- ▶ **Do not take sides with any participant**
- ▶ **Facilitator is not a part of the conversation**
- ▶ **Make sure all perspectives are heard and respected**

WHAT DIALOGUE CIRCLES LOOK LIKE

- ▶ 10 to 12 participants
- ▶ Meet weekly, 4-6 times for 2 hours, to discuss critical public issues
- ▶ 2 facilitators
- ▶ Diverse participants and opinions



RESULTS OF INCLUSIVE DIALOGUES

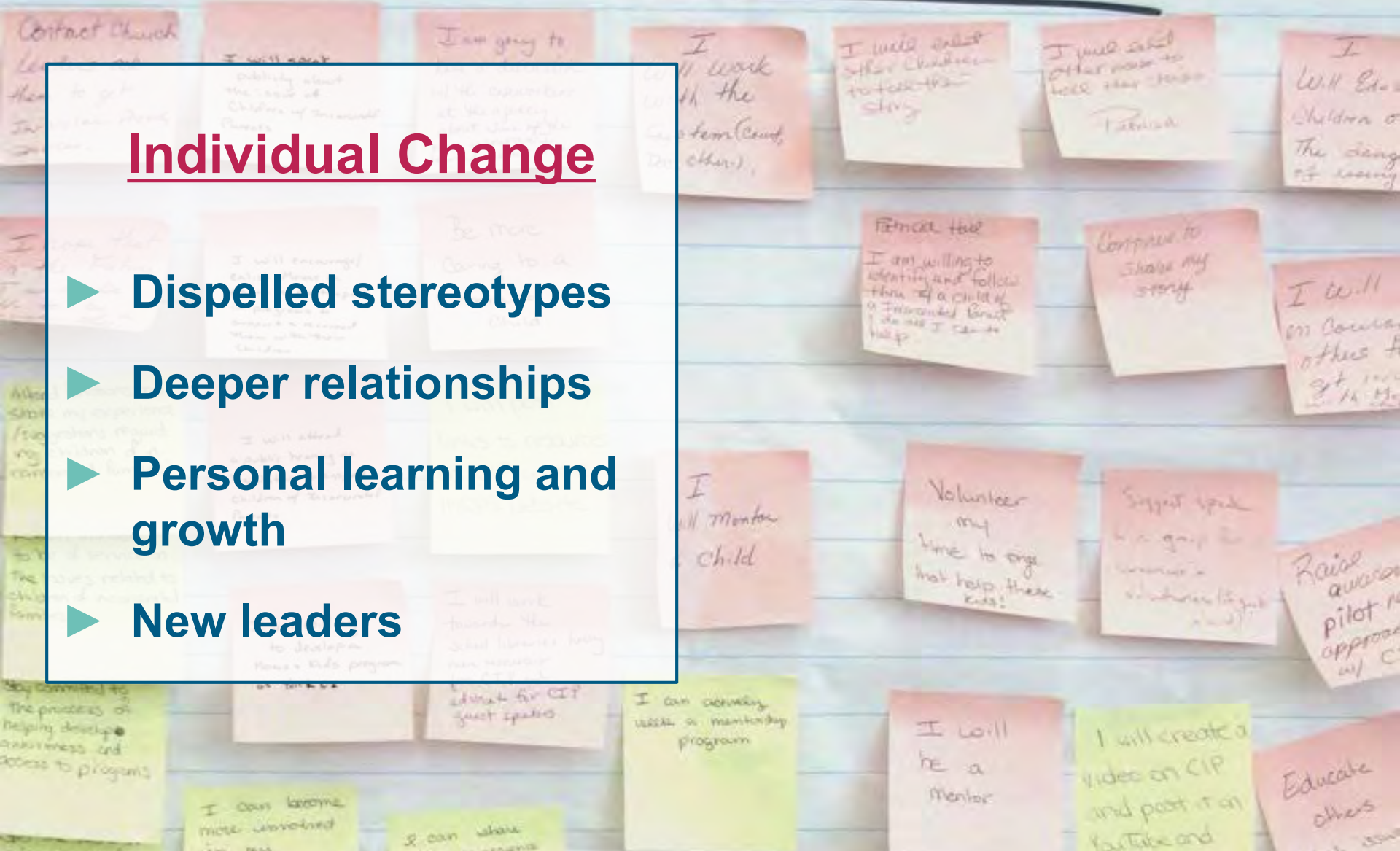
- ▶ **Creating an open space for people to talk about difficult issues**
- ▶ **Hearing from community members who usually don't have a voice**
- ▶ **Diffusing tensions between groups**
- ▶ **Creating space to come up with ideas for action**



What "I" will do

Individual Change

- ▶ Dispelled stereotypes
- ▶ Deeper relationships
- ▶ Personal learning and growth
- ▶ New leaders



A photograph of a community event, possibly a parade or festival, featuring a crowd of people, many holding colorful balloons (yellow, red, blue). In the foreground, several people are sitting on a wooden bench or structure made of hay bales. The background shows trees and a brick building. A semi-transparent text box is overlaid on the left side of the image.

Collective Action

- ▶ **Community garden**
- ▶ **Multicultural center**
- ▶ **Neighborhood cleanup**
- ▶ **Trust-building forums between police and youth**

A photograph of a market stall with various fresh produce. In the foreground, there are boxes of onions (red and yellow), a bag of Idaho potatoes, and a large bag of limes. A price tag for limes reads 'SPECIAL 5 FOR 99'. In the background, there are more boxes of produce, including what appears to be ginger or garlic. The overall scene is a vibrant display of fresh food.

NYC: Food, Faith and Health

- ▶ Recruited diverse community members to address food and health disparities
- ▶ Connected actions to policy change to make a lasting impact

What community issues would you like to address?

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How can the dialogue-to-change process work in libraries?



Experience at Hartford Public Library

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Were we making a difference?

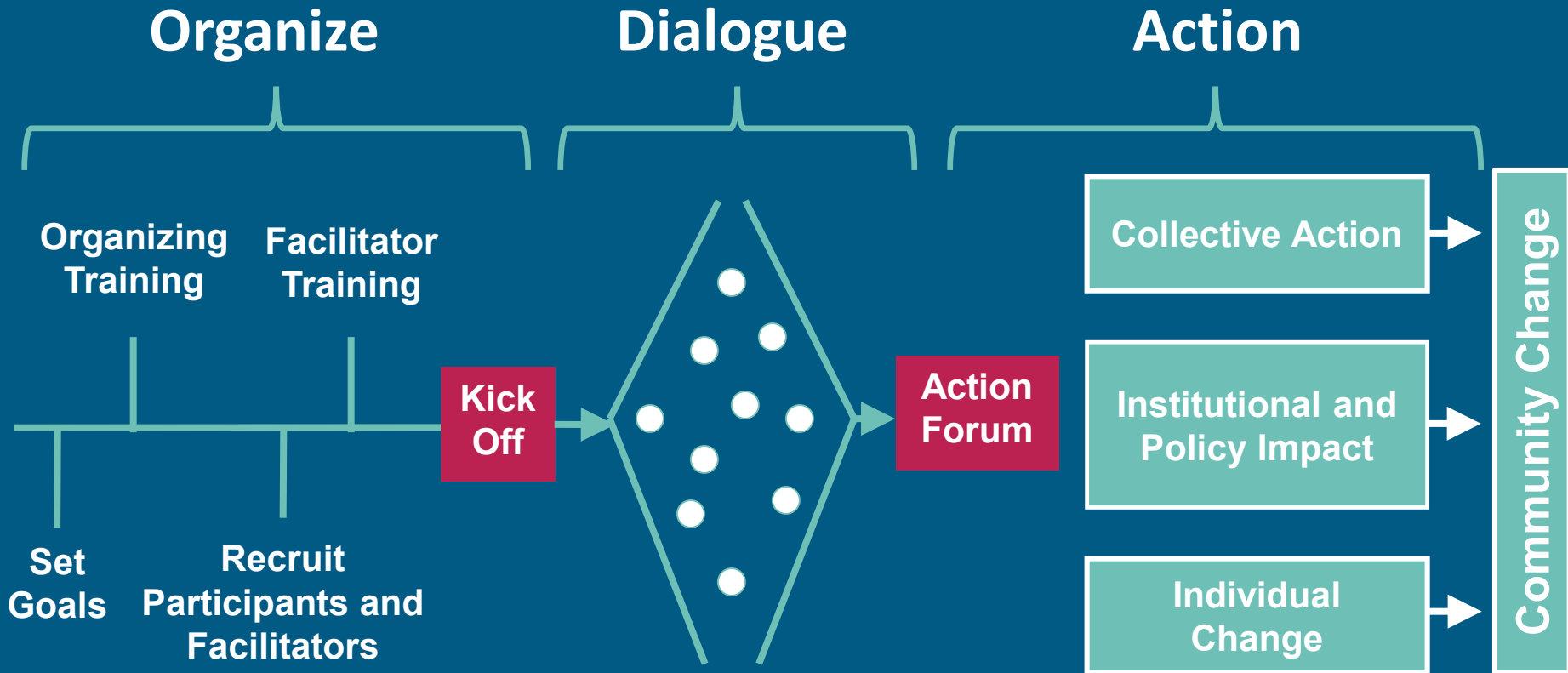
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Looking for a way to help people
and communities get to the action
OF THEIR CHOOSING
and achieve positive,
COMMUNITY DRIVEN
change.

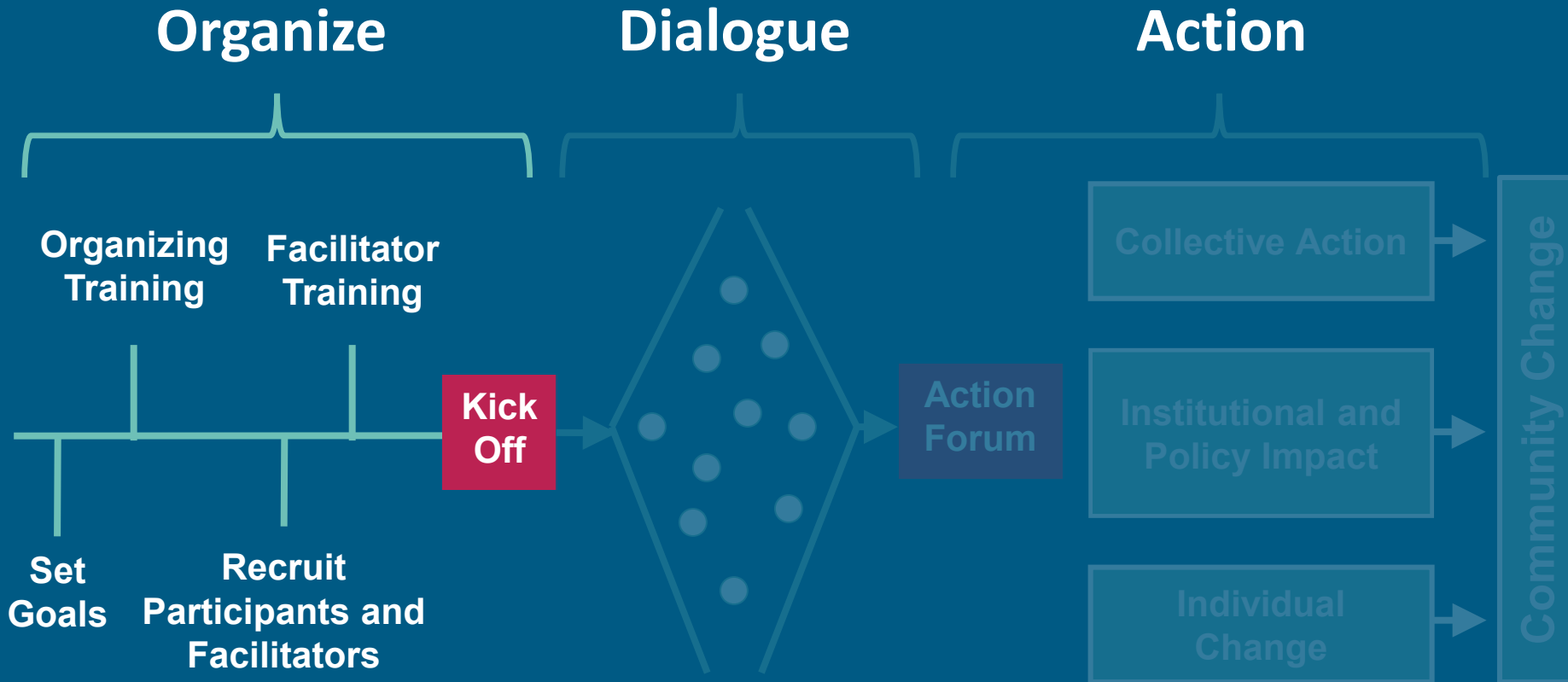
DIALOGUE TO CHANGE



THIS IS IT!!!

Looking for a way to help people
and communities get to the action
OF THEIR CHOOSING
and achieve positive,
COMMUNITY DRIVEN
change.

HERE'S HOW IT WORKED AT HPL...



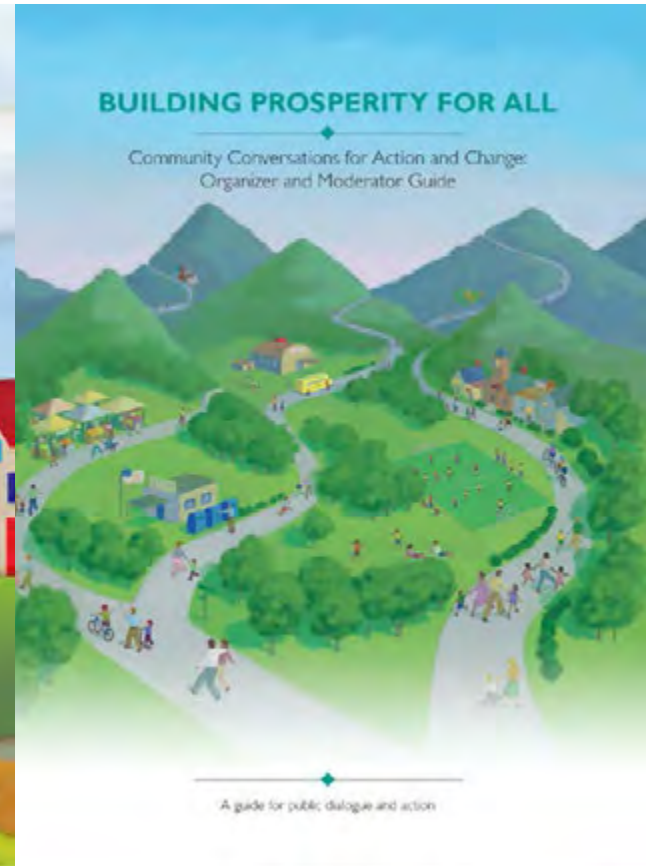
SET GOALS

- ▶ **Grant project on immigrant civic engagement: decided to include community dialogues.**
 - ▶ **Because we wanted to build relationships between immigrants and the “receiving community.”**
 - ▶ **And encourage these two communities to work together toward action.**

DEVELOP A PLAN FOR ACTION

- ▶ Selected partners
- ▶ Chose a topic: *Creating a Vibrant Hartford – Adult Learning as a Pathway to Change*
- ▶ Decided to have dialogue circles meet once per week for four weeks (because part of the goal was to build relationships)
- ▶ Developed a discussion guide

EVERYDAY DEMOCRACY DISCUSSION GUIDES



RECRUIT PARTICIPANTS & FACILITATORS

- ▶ Held an informational meeting, including a sample dialogue
- ▶ Developed a recruitment plan working with partners
 - ▶ Identified and worked with “community connectors”
 - ▶ Inclusive: bring in voices not usually heard
- ▶ Enlisted diverse facilitators from previous dialogues and recruited new – no experience required!
- ▶ Created an organizing committee and a communications committee

FACILITATOR TRAINING

- ▶ Training in basic facilitator skills
- ▶ Review facilitator's version of discussion guide
- ▶ Stress importance of neutrality
- ▶ Emphasize helping the dialogue circles get to action ideas that are practical and attainable
- ▶ Practice

KICK-OFF EVENT

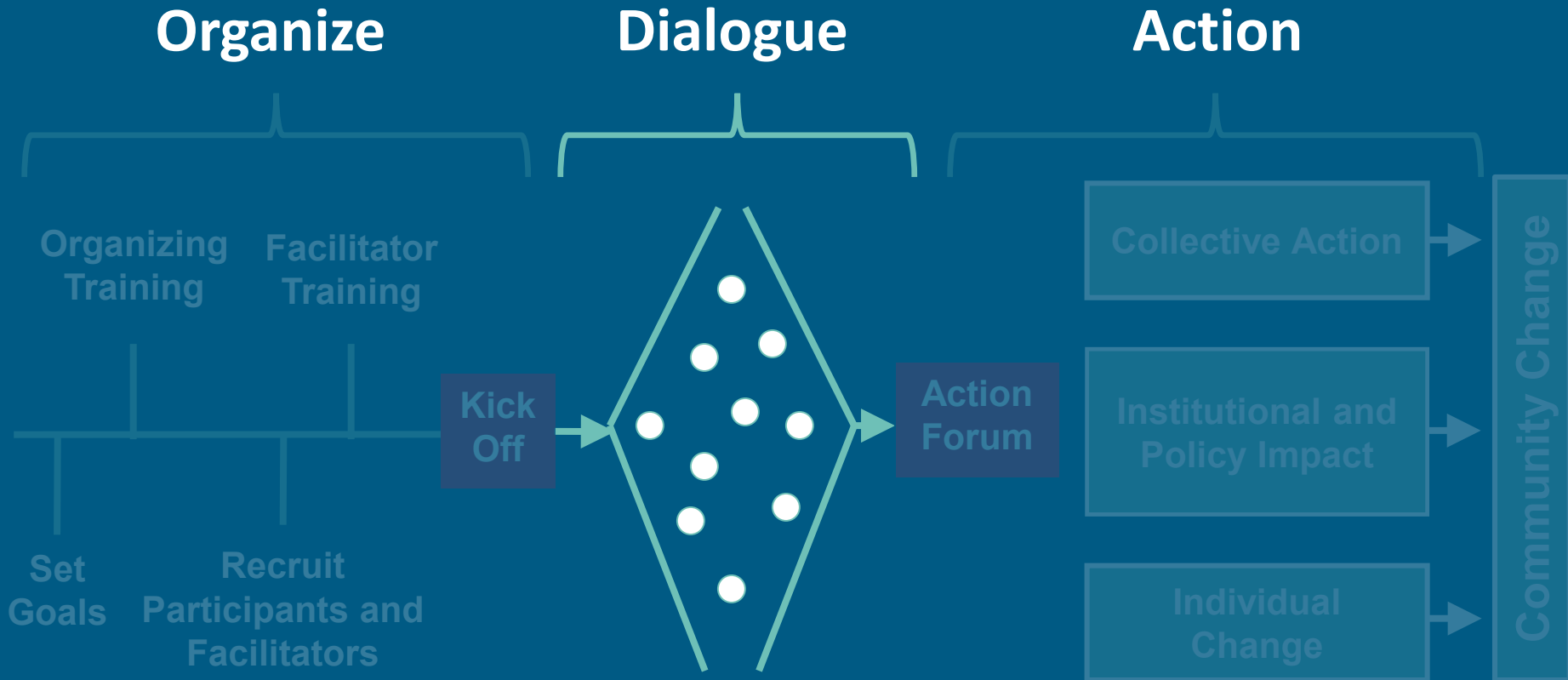
Purpose: To attract participants, build support and create “buzz”

Agenda:

- ▶ Review goals and process
- ▶ One or two inspirational speakers (community leaders, elected officials)
- ▶ Sample dialogue
- ▶ Call to action and sign people up for dialogue
- ▶ Who is missing from the table
- ▶ Next Steps



HERE'S HOW IT WORKED AT HPL...

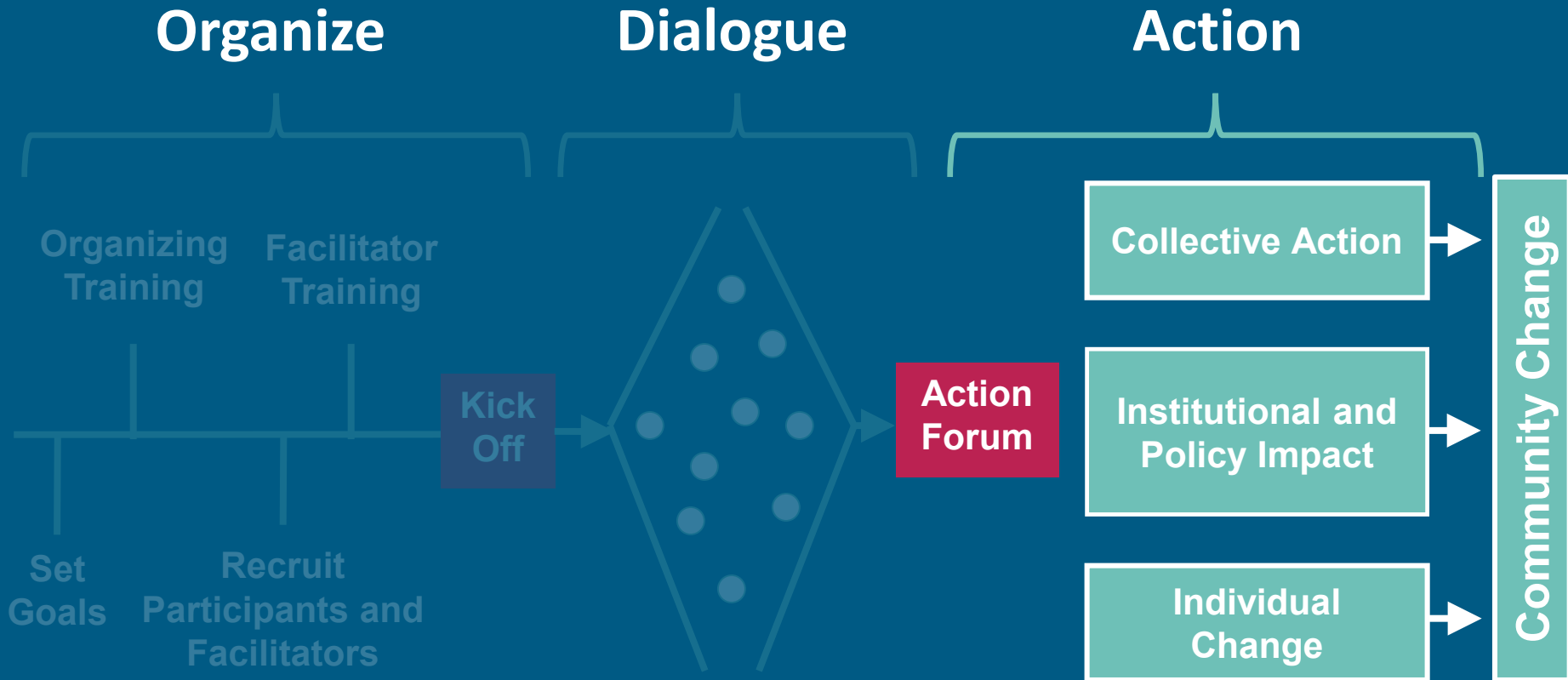


DIALOGUE

- ▶ Seven circles met once per week for four weeks
- ▶ Multiple locations and times
- ▶ Each circle had a team of two facilitators
- ▶ Each circle used a discussion guide to get to know each other, explore issues and develop recommendations for action



HERE'S HOW IT WORKED AT HPL...



ACTION FORUM

- ▶ Each dialogue group reported out on their action ideas
- ▶ Priorities were set
- ▶ Action teams were formed and met frequently for a period of months
- ▶ Held occasional joint meetings of action teams

Join us for the
Community Dialogue

ACTION FORUM



Food, music, and fun for all!

Dozens of your friends and neighbors have been meeting in
the community dialogue

***Creating a Vibrant Hartford:
Adult Learning as a Pathway to Change***

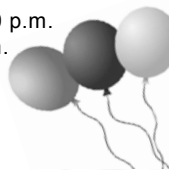
Come learn about their progress and participate in developing
an ***action plan*** for Adult Learning!

Tuesday, May 15, 2012

Refreshments & Music at 5:30 p.m.

Forum begins at 6:00 p.m.

To sign up contact:
860-695-6294
imls@hplct.org



This project is funded in part by the Institute of Museum and Library Services, National
Leadership Grant, designed to promote immigrant civic engagement.



500 Main Street • Hartford, CT 06103
www.hplct.org

Revised 4.23.12

COLLECTIVE ACTION

Local Exchange News

Welcome to the Hartford hOur Exchange Site!
"Community Building, One Hour at a Time"

facebook.com/HartfordhOurExchange

Why TimeBanking?


TimeBanks Strengthen Communities
If you would like to learn a new skill, need help with yard work or childcare or need a ride to an appointment, You've come to the right place.

What can you do with your TimeCredits?
You can spend your TimeCredits when you need a ride, childcare, basic home repair or any number of other services. You can give them to a member of your family or a friend who needs help. You can save them for the future.

How much Time is required?
You can participate as much as you are able, there are no requirements. Many of our members are busy people, who help others while they go about their regular routines, such as transportation or cooking.

Watch the PBS video on Hour Exchange Portland, one of the first successful timebanks in the Hour World network.

In Maine, Service Time Swapped to Help Stretch Dollars ...



MULTICULTURAL RESOURCE CORNER
Asylum Hill Family Center
60 Gillett Street, Suite 101



Available resources for Asylum Hill residents
Direct Services or Referral Assistance:
Employment, Education, Housing, Health
Tuesday's from 4-7 PM
Begins Tuesday, November 29

Basic English conversation Classes
Wednesday's at 6:00 PM
Begins November 30th
Childcare provided

Services & Classes offered at the Asylum Hill Multicultural Resource Corner
60 Gillett Street, Suite 101
Hartford CT 06105
(Parking behind building)
Contact us for more information-
(860) 244-9944 ext. 223

Sponsored by:
Asylum Hill Neighborhood Association (AHNA) Welcoming Committee
Catharine Charisla Anagnostou of Hartford
University of Connecticut School of Social Work

LESSONS LEARNED

- 1. Choose a topic that people are passionate about**
 - ▶ Ensures good participation and increased chance that people will come back for multiple sessions
 - ▶ Or let the community choose the topic
- 2. Recruiting is essential and worth as much time as you can give it**
 - ▶ The more diversity (of many kinds) the better the process works
 - ▶ It takes extra effort to achieve equity – to include the marginalized voices
 - ▶ Allow enough time!

LESSONS LEARNED, CONT.

3. The process is just as valuable as the product

- ▶ It's not just about action
- ▶ In some ways, the process is the product

4. There are different kinds of action and they all have value

- ▶ Collective
- ▶ Institutional & policy
- ▶ Individual

LESSONS LEARNED, CONT.

5. The transition from dialogue to action teams is critical

- ▶ Do not let action teams leave the action forum without having a brief initial meeting; exchanging contact info; deciding on an initial point person; and setting a time and location for the next meeting

6. Action teams often need some nurturing

- ▶ They are not likely to be successful if left entirely on their own right from the beginning

QUESTIONS?

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GET IN TOUCH WITH EVERYDAY DEMOCRACY



▶ **Matthew Sagacity Walker**

▶ mwalker@everyday-democracy.org or (860) 727-5911

▶ **Malana Rogers-Bursen**

▶ mrogersbursen@everyday-democracy.org or (860) 727-5913

▶ **Richard Frieder**

▶ rfrieder335@gmail.com or (860) 201-6510

▶ **Conduct trainings on organizing, facilitating, and action planning**

▶ **Visit www.everyday-democracy.org to check out our advice, materials, and other community stories**

Libraries Transforming Communities: Academic Libraries

Partner Organizations

	<p>The National Coalition for Dialogue & Deliberation (NCDD) is a network of more than 2,300 innovators who bring people together across divides to discuss, decide and take action together effectively on today's toughest issues. NCDD serves as a gathering place, a resource center, a news source and a facilitative leader for this vital community of practice.</p>
	<p>Essential Partners' method, called Reflective Structured Dialogue, helps people with fundamental disagreements over divisive issues develop the mutual understanding and trust essential for strong communities and positive action. It draws on strategies developed by family therapists to promote effective communication in the midst of painful differences. The method also incorporates insights and tools from mediation, interpersonal communications, appreciative inquiry, organization development, and psychology and neurobiology.</p> <p>The model is characterized by a careful preparatory phase in which all stakeholders/sides are interviewed and prepared for the dialogue process. This approach enables participants to share experiences and explore questions that both clarify their own perspectives and help them become more comfortable around, and curious about, those with whom they are in conflict.</p> <p>Use Essential Partners' Reflective Structured Dialogue method when: There is a need to resolve conflicts, encourage community healing after a crisis or trauma, or improve relations among groups in your community.</p> <p>Topics suited for this process: Political polarization, Jewish-Muslim relations, race relations, and other value-based conflicts.</p> <p>Why we chose this model: This method offers an approach to conflict resolution that seeks to restore trust, gain understanding and move toward collaborative action. This allows a campus community to engage deeply with one another on issues where there is great tension, and also could serve as a tool for thorough exploration of diverse perspectives on an issue.</p>
	<p>National Issues Forums offer citizens the opportunity to join together to deliberate, to make choices with others about ways to approach difficult issues and to work toward creating reasoned public judgment. National Issues Forums is known for its careful issue framing and quality issue guides, which outline three or four different viewpoints.</p> <p>Forums are neutrally moderated in a way that encourages positive interaction between people who are not expected to agree, but are encouraged to find a shared direction. For two or three hours, participants are led by a neutral moderator who encourages exploration and evaluation of several possible solutions to the issue at hand. Every solution comes with a set of costs and consequences that must be thoroughly measured. Only then do you know which costs participants are willing to bear.</p> <p>Use National Issues Forums when: You want to encourage exploration of tough public problems in increase public knowledge of the issue, and/or you wish to influence public decisions and policy.</p>

REGISTRATION NOW OPEN

SERIES 2: Academic Libraries

Register now at:
ala.org/LTC-models

ala.org/LTC-models

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REGISTER NOW

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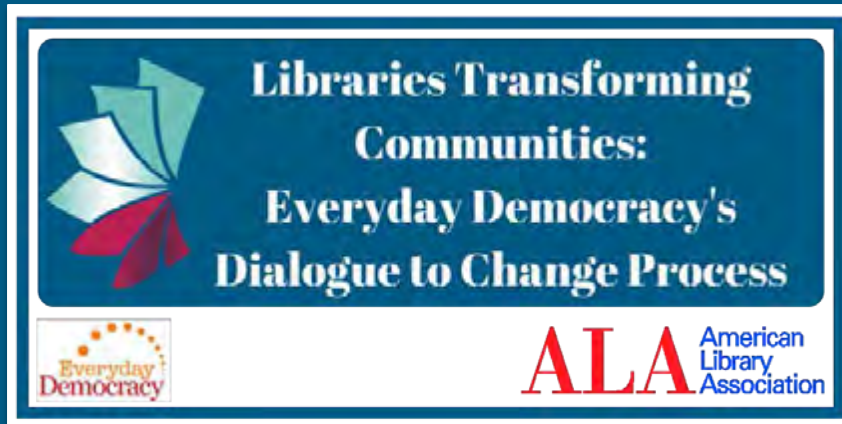
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CLAIM YOUR BADGE

INSTRUCTIONS



1. Visit www.credly.com
2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCPublic3” to claim badge

EVALUATION

Please take a minute to fill out the brief post-webinar evaluation:

<https://www.surveymonkey.com/r/EverydayDemoLTC>



LIBRARIES
TRANSFORMING
COMMUNITIES
MODELS FOR CHANGE

THANK YOU!

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