

Dialogue & Deliberation Streams

http://thataway.org/exchange/files/docs/Engagement_Streams.xls

Primary Intention/Purpose	Name of Engagement Stream	Key Features	Important When...	Examples of Issues	Organizer's Strategy	Appropriate D&D Processes	Key Design Questions for Organizers
To encourage people and groups to learn more about themselves, their community, or an issue, and possibly discover innovative solutions	Exploration	Suspending assumptions, creating a space that encourages a different kind of conversation, using ritual and symbolism to encourage openness, emphasis on listening	A group or community seems stuck or muddled and needs to reflect on their circumstance in depth and gain collective insight	Strengthening democracy, understanding a community of practice	To encourage new insights and connections to emerge by creating a space for people to share both their thoughts and their feelings.	Bohman Dialogue, World Café, Conversation Café, Intergroup Dialogue in the classroom, Wisdom Circles, Open Space	How can we ensure that people feel safe expressing what inspires and touches them? What kind of techniques or rituals will stimulate listening and sharing, without making people uncomfortable?
To resolve conflicts, to foster personal healing and growth, and to improve relations among groups	Conflict Transformation	Creating a safe space, hearing from everyone, building trust, sharing personal stories and views	Relationships among participants are poor or not yet established and need to be. Issue can only be resolved when people change their behavior or attitude, expand their perspective, or take time to reflect and heal.	Political polarization, Jewish-Muslim relations, race relations, value-based conflicts, healing after crises or trauma	To create a safe space for people with different views to talk about their personal experiences and feel heard. Often, to set the groundwork for deliberation and action.	Sustained Dialogue, Intergroup Dialogue in communities, Victim-Offender Mediation, Public Conversations Project, Web Lab's Small Group Dialogue	How can the issue be framed so that all sides are brought to - and feel welcomed at the table? What are people's needs relating to this issue, and how can divergent needs (healing, action, respect) be met effectively? If a conflict exists, how overt and volatile is it? How, if at all, will you transition people to "what's next"?
To influence public decisions and public policy and improve public knowledge	Decision-Making	Naming and framing, weighing all options, considering different positions (deliberation), revealing public values, brainstorming solutions	The issue is within government's (or any single entity's) sphere of influence	Budgeting, land use, health care, social security	To involve a representative group of citizens in thorough conversations about complicated policy issues. Ideally, the group is empowered by governance.	National Issues Forums, Citizens Jury, Deliberative Polling, 21st Century Town Meeting, Citizen Chocework, Consensus Conference	How can we best represent the public (random selection, active recruitment, involving large numbers of people)? Should/can public officials participate in the process side-by-side with citizens? What kinds of materials need to be developed or obtained? How can we ensure that this process influences policy?
To empower people and groups to solve complicated problems and take responsibility for the solution.	Collaborative Action	Using D&D to generate ideas for community action, developing and implementing action plans collaboratively	The issue/dispute requires intervention across multiple public and private entities, and anytime community action is important	Regional sprawl, institutional racism, youth violence, responding to crises	To encourage integrated efforts among diverse stakeholders, sectors, organizations, etc. involved in the problem	Study Circles, Future Search, Appreciative Inquiry	Who needs to be at the table? What kind of power dynamics exist already? What group/leader/institution is most resistant to change? What group tends not to be at the table, although they're affected?

The Engagement Streams and Process Distinctions framework is being developed collaboratively by the **National Coalition for Dialogue & Deliberation**. Your feedback on this work-in-progress is welcome and appreciated. Please email Sandy Heierbacher, NCDD's Director, at sandy@thataway.org, with your comments and ideas. And go to NCDD's website, at www.thataway.org, for many more resources and tips.