LIBRARIES TRANSFORMING COMMUNITIES:
CONVERSATION CAFÉ

Speakers: Susan Partnow, Co-Founder, Conversation Café
Sandy Heierbacher, Founding Director, NCDD
PRESENTATION AREA

CHAT WINDOW

ala.org/LTC-models  #librariestransform
1. Type your message in the **Chat window**

2. Make sure the “Send to” menu says “All Participants”

3. Click “Send”
1. Type your request in the Q&A window

2. Make sure the “Ask” menu says “All Panelists”

3. Click “Send”
How to respond to an audience poll:

- Poll will automatically open where the Chat and Q&A windows are.
- Respond to multiple choice question.
- Click “Submit”.
- Re-expand Chat and Q&A after poll closes.
Audio is broadcast via computer speakers or headset

You can adjust the volume in the Audio Broadcast window floating in the upper left hand corner of your screen:

If you lose audio, click the Audio Broadcast button (the little broadcast tower located along the bottom of the Participants window) OR click the Audio Broadcast option under the Communicate menu to reconnect:
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ONLINE LEARNING SERIES 3: LEARNING SCHEDULE

Introduction to Dialogue & Deliberation for Public Libraries Serving Small, Mid-sized and/or Rural Communities
February 28, 2018

Future Search
April 25, 2018

Conversation Café
May 23, 2018

Libraries Transforming Communities:
Dialogue & Deliberation for Small, Mid-sized and/or Rural Libraries
June 22, 2018
TODAY’S PRESENTERS

Susan Partnow
Co-Founder
Conversation Cafe

Sandy Heierbacher
Founding Director
National Coalition for Dialogue & Deliberation

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LIBRARIES TRANSFORMING COMMUNITIES: CONVERSATION CAFÉ

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WELCOME/PURPOSE
ENGAGEMENT STREAM: EXPLORATION

Exploration

People learn more about themselves, their community, or an issue – and perhaps also come up with innovative ideas.

Conflict Transformation

Sustained Dialogue, Victim-Offender Mediation, Compassionate Listening, etc.

Poor relations or a specific conflict among individuals or groups is tackled.

Streams of Practice

D&D

A decision or policy is impacted, and public knowledge of an issue is improved.

Study Circles, Appreciative Inquiry, Future Search

People tackle complex problems and take responsibility for solutions they come up with.

Decision Making

Citizens Jury, National Issues Forums, Deliberative Polling, etc.

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.
POLL: YOUR EXPERIENCE WITH HOSTING...

- I / my library has hosted a Conversation Café
- I have hosted another type of dialogue
- My library has hosted dialogues (not me)
- We have not yet hosted a dialogue
AGENDA

- Conversation Café origins and basics
- Facilitation vs. hosting and tips for hosting
- Agreements
- Asking great questions
- Inviting/publicizing
- Resources, questions and closing round
WHY CONVERSATION CAFÉS?
DIALOGUE NOT DEBATE OR DISCUSSION
Tired of small talk? **Try some BIG talk!**

Conversation Cafés aren’t lectures, but you’ll learn a lot from the people who come.

**CC’s are…**

- Drop-in
- Public
- Simple

**No committees will be formed!**

**Think Globally. Talk Locally.**
A QUICK STORY
TOPICS (NOT JUST PUBLIC ISSUES)

- Friendship
- Relationships / Dating in 2018
- Community and Isolation
- Generational Divide
- Gratitude
- Humor
- Fake News
- Kids These Days
What makes you feel welcome or at home?

What moves you?

What does it mean to be an American?

How do songs, dances and stories affect your lives?
HOSTING vs. FACILITATING
CREATE THE SPACE

1. Convener
2. Welcomer
3. Holder for Safety
DEEPEN THE CONVERSATION

Inviter

Weaver

Devil’s Advocate

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YOU ARE NOT A "HERDER"
AGREEMENTS
1. OPEN-MINDEDNESS

Listen to and respect all points of view.
2. ACCEPTANCE

Suspend judgement as best you can.

"The road of life is rocky and you may stumble too. So while you point your fingers someone else is judging you."

kushandwizdom.tumblr bob marley
3. CURIOSITY

Seek to understand rather than persuade.
4. DISCOVERY

Question old assumptions, look for new insights.
5. SINCERITY

Speak for yourself and from the heart.
6. BREVITY

Go for honesty and depth – but don’t go on and on.
DON’T FORGET TO GET THEIR AGREEMENT!

Conversation Cafés are open, hosted conversations in cafés and other public spaces. Nothing to join, no homework, no agenda – just a simple process that helps us make sense of our world and each other.

Questions to go deeper:
- What happened that led you to this point of view?
- How does this affect you personally?
- I'm curious, can you say more about that?
- Here's what I heard... is that what you mean?

For many more dialogue tools & resources, visit [ncdd.org](http://ncdd.org).
TALKING OBJECT
The Conversation Café Process (60-90 min. session):

Assemble up to 8 people plus host, hearty topic, and a talking object. Host explains process and agreements.

Round 1: Pass around the talking object; each person speaks briefly on the topic, no feedback or response.

Round 2: Again with talking object, each person deepens their own comments or speaks to what has meaning now.

Dialogue: Open, spirited conversation. Use talking object if there is domination, contention, or lack of focus.

Final Round: With talking object, each person says briefly what challenged, touched, or inspired them.
SELECTING A TOPIC

What people think of as the moment of discovery is really the discovery of the question.

Jonas Salk
GREAT QUESTIONS ARE...

- Open
- Inviting
- Honest
- Experiential
- Inclusive
- Generative
- Relevant
- Inspiring
What are YOUR tips and strategies for publicizing your events and inviting people to attend?
SUPPLIES

- Talking object
- 3x5 cards and pencils
- Name tags
- CC wallet cards
ANOTHER STORY FROM THE FIELD
“We want people to have good enough experiences talking with strangers that we whittle away at the notion/the belief that we are too polarized to talk to each other as citizens in community.”
### HOW TO MANAGE A LARGE GROUP

<table>
<thead>
<tr>
<th>‘Meta Host’ to the whole group</th>
<th>In the small circles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Agreements, explain the Process</td>
<td>Organize into small circles of 6 to 8</td>
</tr>
<tr>
<td></td>
<td>The person with the talking object is the circle’s host</td>
</tr>
<tr>
<td></td>
<td>Circle host begins Round 1</td>
</tr>
<tr>
<td></td>
<td>Circle host begins Round 2</td>
</tr>
<tr>
<td></td>
<td>Circle host lays T.O. down for open conversation in the middle</td>
</tr>
<tr>
<td>Signal when 5 minutes are left till closing round</td>
<td></td>
</tr>
<tr>
<td>Signal to Circle hosts: begin Closing Round</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Circle host begins closing Round (5 minutes total)</td>
</tr>
<tr>
<td>Have a few people share key take-aways</td>
<td></td>
</tr>
</tbody>
</table>

[ala.org/LTC-models](http://ala.org/LTC-models)    #librariestransform
What further/deeper questions do you have about Conversation Café or facilitating/hosting at this point?
RESOURCES

CONVERSATION CAFE WEBSITE:
conversationcafe.org

CC RESOURCES FOR HOSTS:
www.conversationcafe.org/for-hosts

ALA LTC SITE:
ala.org/LTC

ALA LTC LISTSERV:
communityengagement@lists.ala.org
JOIN US
#NCDD2018 IN DENVER!
November 2–4, 2018
NCDD 2018 CONFERENCE
CLOSING ROUND

Type in a word or phrase about what you are leaving with.
INSTRUCTIONS

1. Visit www.credly.com
2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCsmr3” to claim badge
THANK YOU!

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BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.