



LIBRARIES TRANSFORMING COMMUNITIES: CONVERSATION CAFÉ

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

BECAUSE OUR DIVIDED NATION NEEDS
CONVERSATION MORE THAN EVER.



Audio Broadcast 24.7 Kbps Event Help

Participants Chat Q&A

Participants (2)

Speaking:

Panelists: 1

Steven Hofmann (Host)

Attendees: 1 (1 displayed)

Public Librarian (me)

Chat

CHAT WINDOW

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send...

Send

Q&A

All (0)


Q&A WINDOW

Ask: All Panelists

Select a participant in the ask menu first and type your question here. There is a 256 character limit.

Send

PRESENTATION AREA



Public Library ASSOCIATION

Connected

Audio Broadcast 24.7 Kbps Event Help

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Connected

PRESENTATION AREA

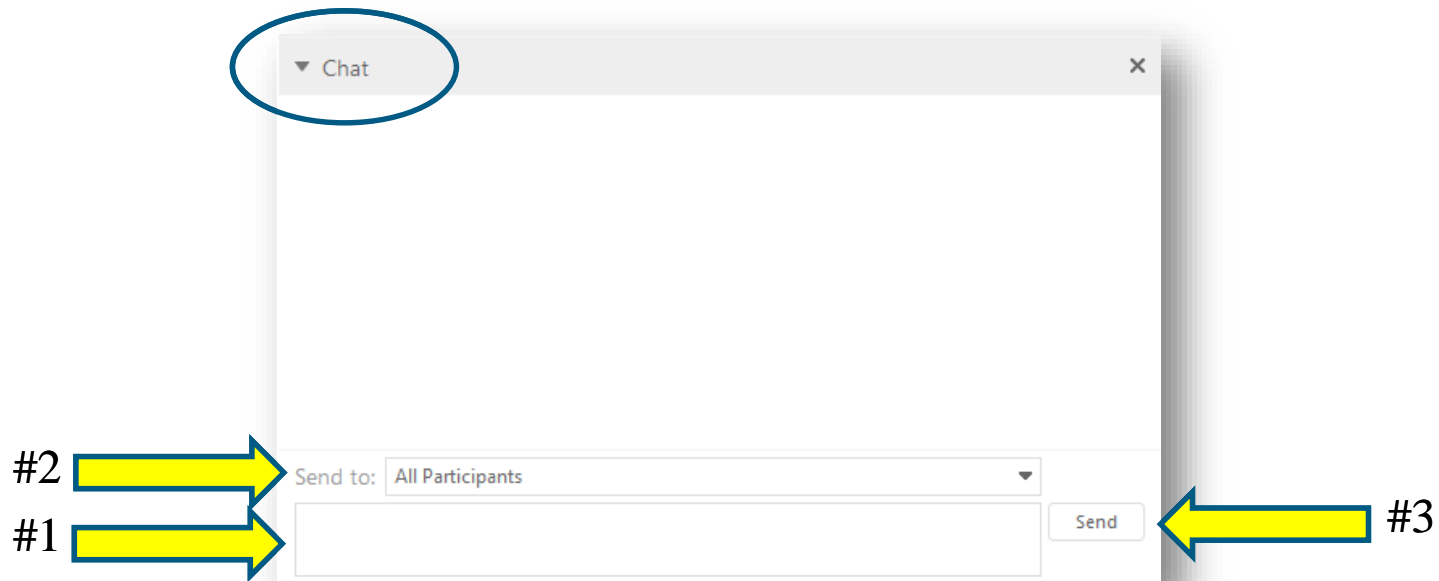


Public Library ASSOCIATION

CISCO

QUESTIONS FOR TODAY'S PRESENTERS?

1. Type your message in the **Chat window**



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

3. Click “Send”

Audio Broadcast 24.7 Kbps Event Help

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Q&A WINDOW

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Send

Connected

NEED TECHNICAL ASSISTANCE?

1. Type your request in the **Q&A window**



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

3. Click “Send”

AUDIENCE POLL

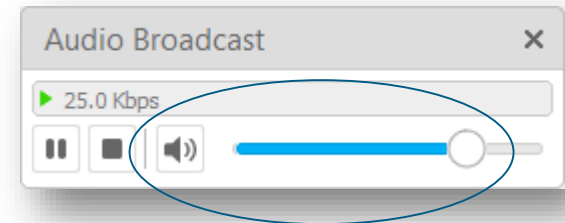
How to respond to an audience poll:

- ▶ 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

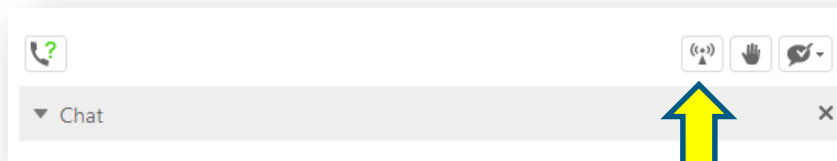
AUDIO TIPS

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





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SERIES 3: LEARNING SCHEDULE

ONLINE LEARNING

**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



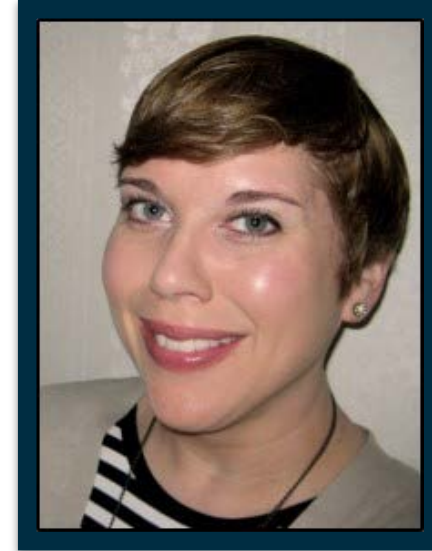
ALA American Library Association



TODAY'S PRESENTERS



Susan Partnow
Co-Founder
Conversation Cafe



Sandy Heierbacher
Founding Director
National Coalition for Dialogue & Deliberation



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WELCOME/PURPOSE

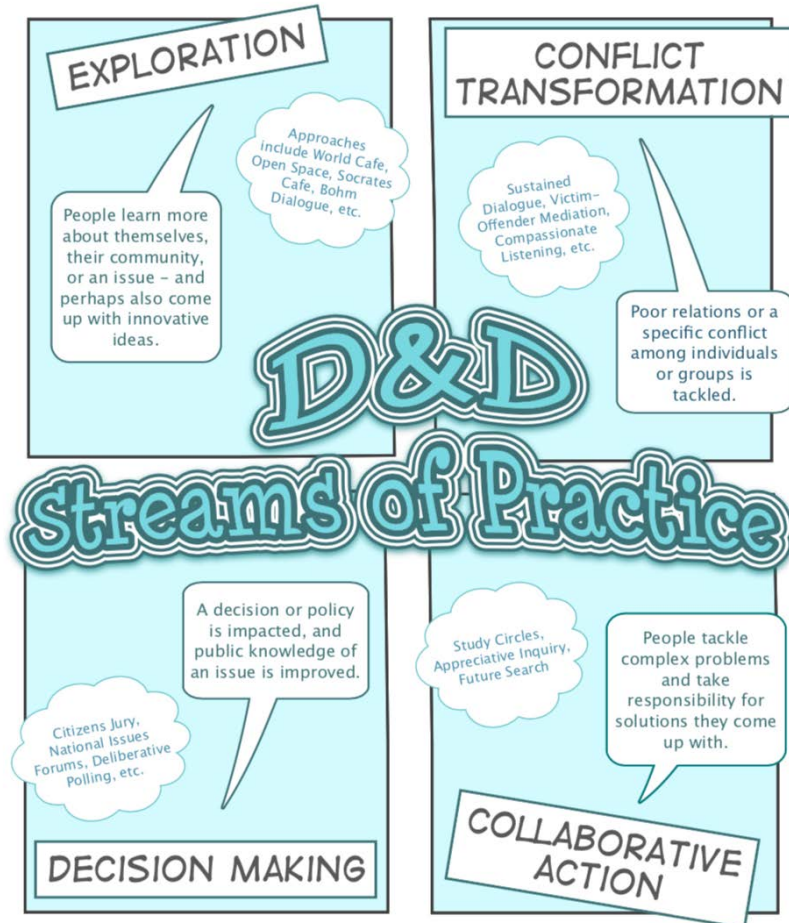


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[#librariestransform](https://twitter.com/librariestransform)



ENGAGEMENT STREAM: EXPLORATION



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**

CC ORIGINS STORY



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WHY CONVERSATION CAFÉS?



DIALOGUE NOT DEBATE OR DISCUSSION



DESCRIBING CONVERSATION CAFÉS

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



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TOPICS (NOT JUST PUBLIC ISSUES)

▶ **Friendship**

▶ **Relationships /
Dating in 2018**

▶ **Community and
Isolation**

▶ **Generational
Divide**

▶ **Gratitude**

▶ **Humor**

▶ **Fake News**

▶ **Kids These Days**

A FEW EXAMPLES OF QUESTIONS

- ▶ **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



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CREATE THE SPACE



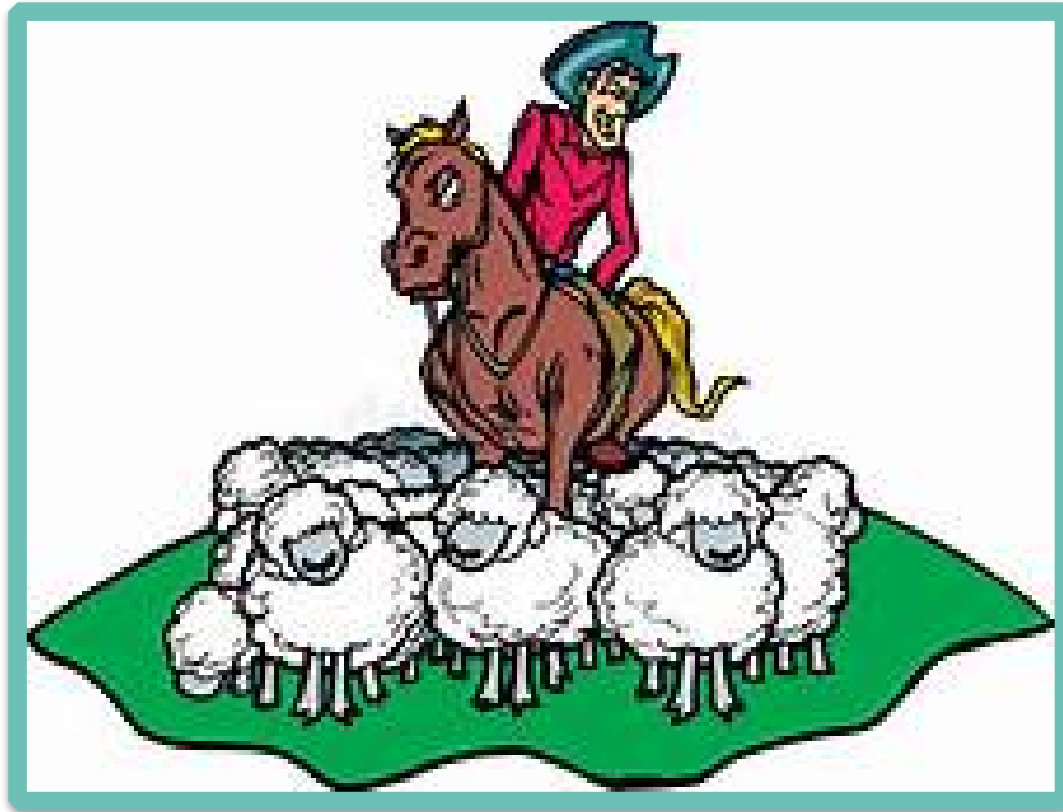
1. Convener
2. Welcomer
3. Holder for Safety

DEEPEN THE CONVERSATION



- ▶ **Inviter**
- ▶ **Weaver**
- ▶ **Devil's Advocate**

YOU ARE NOT A “HERDER”



AGREEMENTS



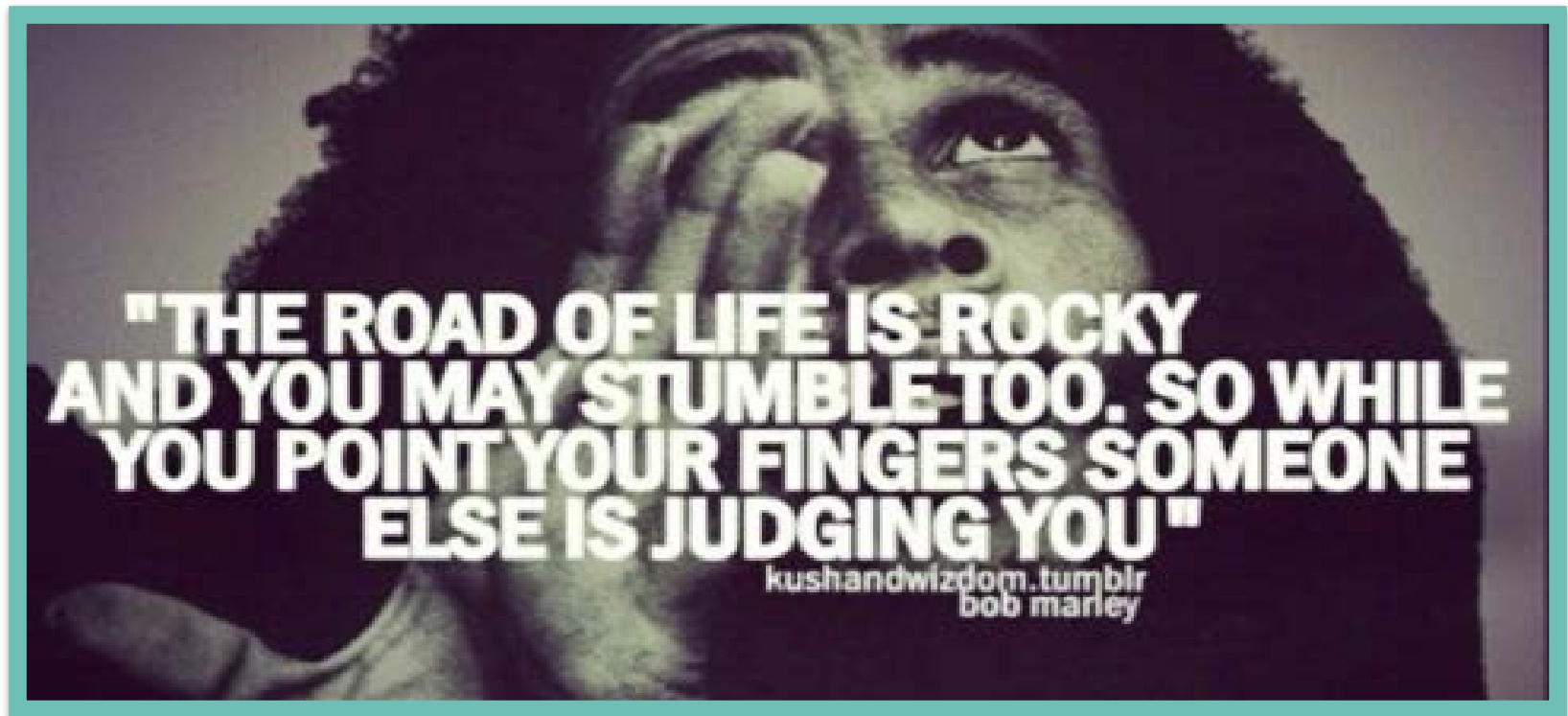
1. OPEN-MINDEDNESS

Listen to and respect all points of view.



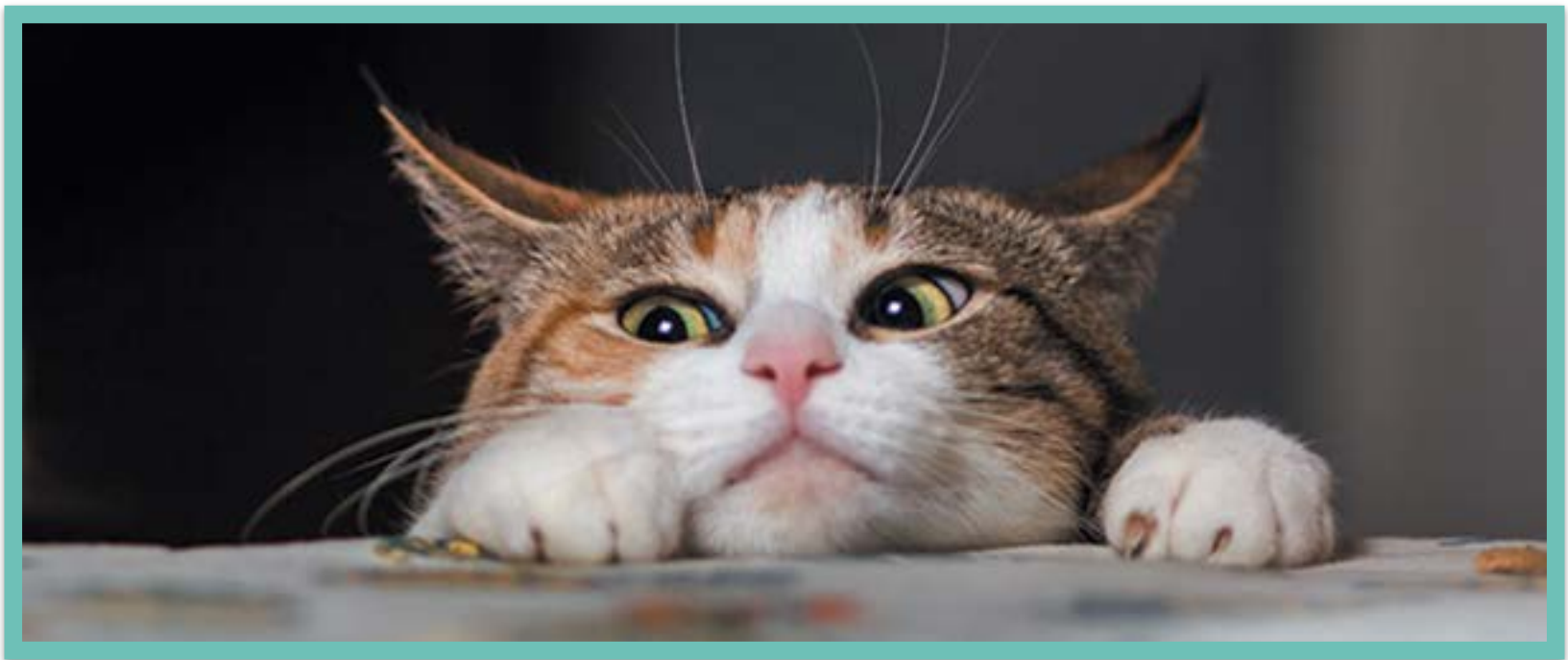
2. ACCEPTANCE

Suspend judgement as best you can.



3. CURIOSITY

Seek to understand rather than persuade.



4. DISCOVERY

Question old assumptions, look for new insights.



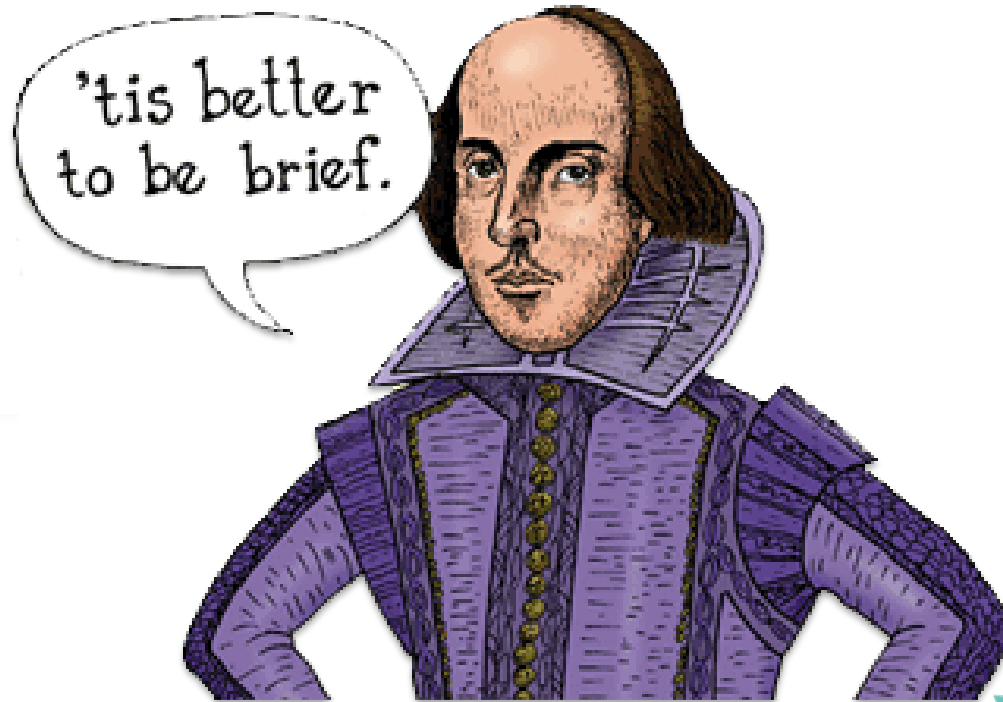
5. SINCERITY

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 nccd.org

TALKING OBJECT



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MORE ON THE PROCESS

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**

INVITING/PUBLICIZING

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**



THE DIALOGUE IN THE MIDDLE: TIPS



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ANOTHER STORY FROM THE FIELD



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HEATHER TISCHBEIN - FT. VANCOUVER REGIONAL LIBRARY SYSTEM IN WASHINGTON

“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

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

QUESTION FOR THE CHAT

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

NCDD 2018 CONFERENCE

JOIN US
#NCDD2018 IN DENVER!
November 2-4, 2018

ncdd
National Coalition for
Dialogue & Deliberation

**LIBRARIES
TRANSFORMING
COMMUNITIES**
MODELS FOR CHANGE

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CLOSING ROUND

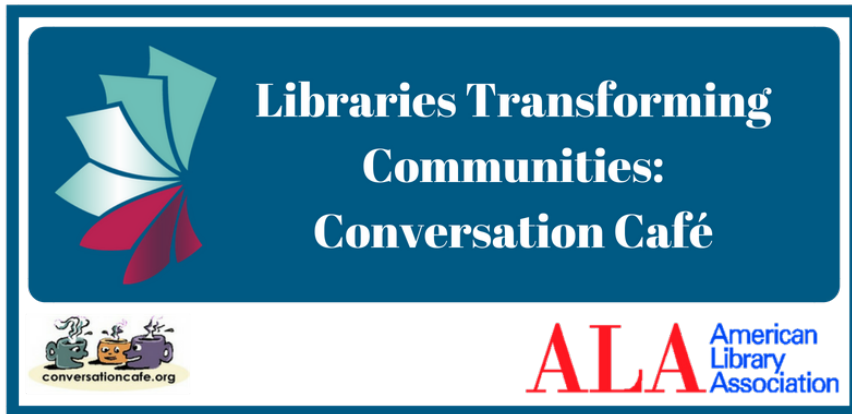


Type in a word or phrase about what you are leaving with.

CLAIM YOUR BADGE

INSTRUCTIONS

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



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THANK YOU!

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