



## **FACILITATOR'S PREPARATION & DIALOGUE OUTLINE W/SCRIPT**

The following outline is for your use only. No need to print things for participants if you can POST somewhere in the room:

- Question/s you are addressing
- SIMPLE version of your time outline
- Dialogue Agreements

### **PREPARATION**

1. With your host or whoever is calling the KTC, create one or two open-ended questions. Insert these on your outline.
2. Adjust the model time frames below to match your situation.
3. For support once you feel you're ready, contact any of the core team at Gloucester Conversations.

### **MATERIALS NEEDED**

- Little pad or paper and pen for each person (including you)
  - Large paper or board on which to post the Dialogue Questions, time outline, and Dialogue Agreements (You could print these on one page and give to each person if you can't post. Aim to keep your dialogue environment personal, not meeting-like, while still being efficient.
  - Tape
  - One printed Facilitator's outline
  - Timepiece with a second hand or that shows minutes to pass around
  - Feedback questionnaire for each participant (print from GC site: Dialogue Outlines – KTC)
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## FACILITATOR'S DIALOGUE OUTLINE W/SCRIPT

### Dialogue Questions (SAMPLE QUESTIONS – REPLACE WITH YOUR OWN QUESTION/S)

- What do you love about Gloucester? Where do you experience connection?  
What is broken? Where do you experience disconnection?
- What are the most important issues that you would like the city to address?

### Outline

6:30 PM

**Mingle, Refreshments, Get Acquainted**

7:00 PM

**Welcome & Orientation**

“Thank you all for coming. Thank you (your host) for welcoming us.  
And thank you for inviting me to facilitate this dialogue.

My role this evening is to help make a space for you to have a dialogue - a conversation animated by a search for **mutual understanding**. Unlike many conversations, dialogue is not concerned with ‘agreeing’ or ‘winning’, but rather with ‘understanding’ because with understanding we can *include* one another in discovering the best possible outcomes.

I will not be participating in the actual dialogue. I’m here to simply help you manage time and hold your focus to the intent and framework of the dialogue.

The goals of this (evening) are to:

- **Explore** (name your questions), and in the process of doing so,
- **Get acquainted**, and
- **Experience dialogue** - how it is different than our standard conversations and how it can be useful in home, work, school or community situations.

As a way of beginning, let’s go around once, and in one breath, please tell us:

- Your name
- What inspired you to accept (host’s) invitation
- What you are leaving behind to be here

(Facilitator – demonstrate by introducing yourself. Then ask who would like to begin. Follow consecutively around the circle.)

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Let me introduce a little about how this got started, what dialogue is, and our format for this (evening).

Very simply, how this got started:

There's been a nationwide 20-year movement to engage people in dialogue, decision-making and action. Several people here in Gloucester saw the positive impact this was having in some communities in western MA, Portsmouth, Lawrence, and throughout New Hampshire, and got excited about what is possible in our community if we can better understand one another, and then from there work together in building our community.

This group is called "Gloucester Conversations".

You can find out more about them at [www.gloucesterconversations.org](http://www.gloucesterconversations.org)

### **What do we mean by Dialogue?**

We know it is a conversation animated by a search for MUTUAL UNDERSTANDING. While distinct from problem-solving, it often supports problem-solving; and in contrast to debate, we are asked to set aside any urge to persuade.

**Dialogue supports: SPEAKING** in ways that are:

Respectful

Connected to personal experiences and heartfelt concerns

Responsive to fresh questions

Prefaced by time to reflect

**LISTENING** for what one wants to understand better,  
rather than what one wants to rebut

**ASKING** genuine (not rhetorical) questions

**REFLECTING** on others' perspectives, as well as our own

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**In Dialogue we ask participants to interact using Agreements**  
to help make safe and open space for all.

**I suggest the following agreements** (posted or printed),  
and am open to any additions or changes:

### **DIALOGUE AGREEMENTS**

- Listen carefully without interrupting
- Make room for everyone in the conversation
- Strive to understand each other – what people are saying *and* meaning  
(*continued on next page*)

- Talk from personal experience:
  - Avoid accusations or questioning others' motives
- Don't repeat what others say here. Fine to share your experience in general
- Keep your focus on the community and how we can improve civil discourse, not on city leaders/elected officials.
- Pass, or pass for now (When we go around, you are not required to participate, so you can pass. If you wish me to come back to you after we've been all around the circle, I'll do so if you 'pass for now'.)

**Is there anything here you would like to change? Or any additions?**

(Facilitator: Once the group is satisfied with the Agreements ask:)

**May I see a raise of hands (or a nod from each person) of all those willing to uphold these agreements in our dialogue?**

(Facilitator: If someone is not, find out why (seek to understand), talk about it, and adjust if necessary while maintaining the overall integrity of the agreements. Do not move on until you have full buy-in to use agreements.)

7:15 – 8:10

**Dialogue – Individual Sharing**

**This (evening's) format:**

**Our dialogue will have two main segments:**

- 1) An initial sharing without interruption or comment.
- 2) An open conversation in which to ask questions or share insights for further understanding

**In this first segment:**

I will read the question/s. You will have one minute to reflect silently on it.

Paper provided is to make notes if you wish, or to list questions you'd like to ask during the open segment of our dialogue. This will help you bring attention back to listening to the speaker.

I'll ask whomever would like to begin to do so, then we will go around (clockwise or counter clockwise) consecutively from there.

You'll have (x) minutes each to speak from your personal experience.

(Facilitator: Pre-determine the amount of time – typically 5 – 8 min – based

on the number of participants divided by the time you have in this section.)

Please help each other stay within the allotted time by passing this timepiece around so the person next to you can time you after they have finished speaking. Timekeepers, please give the speaker a 30 second warning so they can finish their sentence, *not* their paragraph.

### **Is everyone ready?**

Please reflect silently for one minute on...  
(Facilitator: Read the question/s)

Who would like to begin?  
(Facilitator: You time the first person.)

8:10 – 8:50 PM

### **Open Conversation – Questions & Insights**

This time is open for you to deepen your understanding of what's been shared.  
To do so:

- Ask open-ended questions of one another about something s/he has shared
- Share new insights you have based on what you've heard here

Please begin.

8:50 – 9:05 PM

### **Identify Key Insights & Ideas**

- What key insights or areas of interest have emerged here?  
(Facilitator: Write them down in the groups' own words.  
When complete, read them back to the group until they feel they are complete and worded correctly.)
- Do you wish to share any or all of these with the general public via the Gloucester Conversations website/blog? If yes, which ones?
- Are there action steps any of you would like to take to help make a difference on these areas of interest?

(Facilitator: If yes, please write down who and what.  
Ask if they need any special support to begin.)

9:05 – 9:20 PM

### **Reflect on Dialogue Process & Next Steps**

#### **REFLECTIONS**

In the dialogue process, we used:

- Open-ended questions
- Time to reflect silently
- Timed segments for each of you to 1) share without comment, and then 2) all of you to ask open questions and share new insights

**What impact did the process of dialogue have on your interactions?**

**What made a significant difference for you? How so?**

(Facilitator: Please take notes. At the end, ask if we may share these reflections on the GC website or in talking with people interested in using dialogue.)

**NEXT STEPS**

In addition to online resources to 1) host and facilitate your own Kitchen Table Conversation, and 2) Improve meeting and community dialogues, GC offers Facilitators Trainings and Facilitation Support.

The next Facilitators Training is: (List Date).

Please take 5 minutes now to complete this Feedback Questionnaire about your experience this (evening) and indicate your areas of interest regarding dialogue.

(Facilitator: Please collect and drop off or mail to:

Kathy Eckles 21 Friend St., Gloucester (corner of Friend St. and Herrick Ct)

9:20 – 9:30 PM

**Closing Reflections**

In one or two words, what are your final reflections about your experience here?

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