

An Invitation to Participate

DIALOGUE: KEY TO PRODUCTIVE ENGAGEMENT AND CONSULTATION

WHEN:	October 6-7, 2014 (9:00 a.m. to 5:00 p.m. both days)
WHERE:	Calgary (Location to be confirmed)
TRAINER:	Jacque Dale, Public Participation and Dialogue Specialist; Founding CEO and Partner, One World Inc
COST:	Not-for-Profit Organizations: \$600 Government & Private Sector: \$750

*A discount of 10% is offered for two or more people from the same organization.

REGISTRATION: Please register online at <http://www.eventbrite.ca/e/dialogue-training-tickets-12920560745?aff=eac2> or by phone at: 1-613-562-4073, ext: 310. Deadline for registration is September 29, 2014.

This highly participative workshop will provide an introduction to designing and facilitating dialogues on complex and contested issues. The workshop will also provide an overview of different dialogue techniques and tools that help move public participation from agenda-driven debates to values-based conversations. In a safe and comfortable environment, participants will both learn about and practice dialogue facilitation, developing their skills and confidence.

Prior to taking this course, I was asked to help facilitate a deliberative dialogue. I consider myself a reasonably good facilitator, and figured I could do a dialogue. But I realized that you don't know what you don't know - and facilitating the dialogue was a real challenge. It does require special training. This workshop gave me the understanding, skills and confidence I need for the future.

- Past Participant

Who Should Attend?

Individuals interested in learning about dialogue and deliberations – an innovative and tested engagement and consultation process – as an approach to stakeholder and citizen participation. Whether you are responsible for public engagement activities, consulting with external partners, community-based groups or individuals such as citizens or patients, or engaging people within your organization, this workshop will provide you with an understanding of different dialogue techniques and tools that move consultations from agenda-driven debates to values-based conversations.

Learning Goals for the Workshop

- Understand the limitations of traditional consultation practices and why dialogue offers a productive alternative.
- Learn the principles of good dialogue.
- Explore in detail deliberative dialogue, including experiencing it as a participant.
- Understand how to design deliberative dialogues; Enhance facilitation and process design skills.
- Learn how to adapt dialogue processes to ensure they meet your needs, including on-line application.

A detailed training manual and a participant's guide will be provided to all attendees which they can refer to when undertaking future engagements.

Trainer:

This workshop will be led by expert facilitator, Jacquie Dale of One World Inc (www.owi.ca). Jacquie is a public participation and dialogue specialist who has designed and facilitated well over 250 sessions over the last twelve years. She has delivered numerous training workshops on facilitation and public engagement to government and not-for-profits across the country. She has also provided in-house dialogue training to clients such as Simon Fraser University, Health Canada, Canadian Foodgrains Bank, Federation of Canadian Municipalities and the Inter-Council Network of Provincial Council.

Helping people with diverse ideas and experiences deliberate, discuss and explore avenues for action together on a variety of issues is a cornerstone of Jacquie's work. She has a particular passion for citizen engagement and in finding better ways to assess impact of initiatives. She is a recognized Canadian expert in the design and facilitation of both stakeholder and citizen processes and has won major awards for her work in public engagement. The Founding CEO of One World Inc., Jacquie is a Board member of the Canadian Community for Dialogue and Deliberation (C2D2), a member of Alberta Climate Dialogue (ABCD) and sits on the Expert Advisory Committee for the Centre for Public Involvement (based in Edmonton).

*The depth of Jacquie's expertise in this field is remarkable ... She set us on the right path and we are excited about using [the training] in our projects.
It has been a real capacity-building experience for us.*

- Past Participant

If you have any questions on the enclosed material, please contact Colleen J. Murdoch by phone at 613-562-4073, ext. 310, or by email at info@owi.ca

TRAINING

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The Challenge and the Opportunity

Achieving productive engagement is a major challenge and opportunity for government, non-profits and the private sector. Conventional consultations often lead to frustration. Participants may feel that they have not been able to provide meaningful input, or that discussions have stalled at the level of a debate rather than finding solutions. By integrating good dialogue processes into your consultation and engagement activities, conversations can get to the issues that matter, making it possible to address complex problems collaboratively. These approaches lay the foundation for clients and participants to see positive results.

This is the best consultation that I've been to in 20 years. It's rare that we get a process that benefits the participants as much as it benefits the sponsor.

– Past Participant in a Dialogue Process

The Benefits of Using Dialogue

Using dialogue processes on complex issues has been found to be very effective. Innovative dialogue approaches are based on principles for good engagement. By establishing these principles, participants' underlying values and assumptions can be examined, and issues and perspectives that otherwise might remain unstated or unresolved are explored. A defining characteristic of these innovative dialogue processes is their collaborative approach, which facilitates a mutual understanding of perspectives. It helps participants better understand complex issues and long-term consequences of various perspectives, and generates new ideas or ways of thinking about an issue. And dialogues benefit from a diversity of ideas and perspectives – rather than being something to control, diversity becomes an asset to embrace.

Deliberative dialogues are values-based discussions as opposed to agenda-driven debates where people have to take sides and alternate choices are lost. By working through the conflicts and trade-offs, people clarify what is most important to them, improving their understanding of the issue and facilitating development of alternatives or solutions. Such deep conversations provide input and recommendations required for better decisions, resulting more effective solutions that meet client' needs and suit the challenging and inter-related environments in which they work.

The advice produced by participants was practical and focused. From it, we were able to develop concrete recommendations that we could implement.

– Past Client

WORKSHOP OUTLINE

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The workshop offers a mix of theory and practice, including experiential learning and group participation. It uses facilitation practice as a way to understand the process of dialogue in a deeper way.

DAY 1

- Exploration of the principles of good dialogue.
- Comparison of traditional consultation practices and dialogic approaches to engagement.
- Exploration of types of dialogue.
- Experiencing dialogue through a simulation activity.
- Detailed overview of the characteristics and process of deliberative dialogue, with a particular focus on the classic model.

DAY 2

- Importance of common ground and divergence.
- Role of facilitators in deliberative dialogue.
- Hands-on practice to understand the process in detail: Each person facilitates a section of the process. Others participate and then offer observations on the facilitation.
- Debriefing from the practice, and discussion of any outstanding concerns.
- Moving beyond the classic model: How to adapt deliberative dialogue to your needs, including use online.
- Evaluation and wrap-up.

The training was very well done. I was impressed with the professionalism and the real skill development.

– Past Participant