

Community Conversations for Volunteers

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The Context of Dispute Resolution

Judgment	Mediation
• Arbitration	* Traditional - Evaluative - Non Evaluative
* Litigation	* Transformational * Community Conversations

The Concept of Community Conversations

- Larger groups than other mediation formats
- Critical issues usually involving highly emotional states.
- Parties pre-committed to their positions as a value position

The Conversation Process

Explore the Proposed Conversation



Map the Situation



Develop Provisional Meeting Design



Issue Invitations



Engage with Participants



Finalize Meeting Design



The Conversation Process

The Meeting – Structure & Facilitation



Participation Reflections & Feedback



Extended Reflections & Feedback



Issue Report(s)



Begin Next Phase

Today's Take-aways

- Know the value basis for the person's position
- Know how their position differs from others in the community
- Determine appropriate opening questions for the conversation

Structuring the Opening Questions

- Examples of issues relating to groups:
 - Who are the groups in your community who might hold a value-based position on this?
 - Who are the key stakeholders/thought leaders in each group?
 - What is the value-based common ground all the groups share?
 - What are some of the starter questions you could consider?

Structuring the Opening Questions

- Examples of an issue relating to an individual:
 - What is the probable value-based position this person holds?
 - Why do you think that?
 - What is the value-based common ground this individual holds with you and your organization?
 - What are the opening questions you might consider?

Some typical opening questions

- What do you see as the primary risk of the other parties position(s)?
- What information might the other party(ies) need to more fully participate in this discussion?
- From where you are:
 - how do you see the current situation?
 - what needs to happen?
 - who needs to be involved?
 - what would you like the others to refrain from or practice to participate in this conversation?

Achieving Consensus

- What is consensus?
- How does it differ from “majority rules?”
- How does it differ from everyone agrees?

Achieving Consensus

I have	I can	I will
Agreement	Consensus	Move On
Heart Burn	Support the Team's Consensus	Move On
Strong Objections	Not Move Forward	Ask for Additional Discussion

What questions may I answer?