

Deepening Civil Discourse

Pennsylvania Downtown Center & Dept. of Comm. Economic Devel.

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PART 2

Advoz: Mediation & Restorative Processes

www.Advoz.org

Lancaster, PA



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Inclusive Civil Discourse:

Goals: experience, practice, integrate

1. Deepen Circle Process
2. Practice restorative communication
3. Facilitate Strategy
4. Facilitate Community



Circle Process

- How is civil discourse showing up in your life right now?
- What strengths are you hearing in the margin and mainstream of this group?
- How did your attitudes shift from the first to second round?
- What is the next question you would want to ask the group?





Every expression of criticism...or anger is an expression of unmet needs.

Marshall Rosenberg

<https://youtu.be/Dm1aHU4SXKs>

Practicing Empathy

This form of active listening focuses on **recognizing feelings and the needs behind them**. Marshall Rosenberg's system of Nonviolent Communication. They are particularly helpful in defusing an escalated or passive-aggressive conversation. Similar forms fall under the concept of Affective Questions articulated by the International Institute of Restorative Practices.

Acknowledge the Feeling

- Are you embarrassed because...
- Are you frustrated because...
- Are you anxious that...

Wonder with them, "what's the need?"

- ...you might've looked incompetent?
- ...you didn't hear the rationale behind the decision?
- ...you didn't have time to prepare your thoughts?



Listening by Summarizing

What is summarizing?

- Listening for the deeper “notes”
- Pulling together key ideas and facts
- Establishing a basis for further discussion
- Reviewing progress



How to summarize?

- Use key words that you heard (multiple times)
- Restate major theme or idea (in less divisive ways)

Example

- “It sounds like what’s coming out of this is...”
- “So the key ideas that I hear you expressing are...”
- “I hear the group having a growing sense of _____ about the situation...”

Facilitating Questions with ORID

OBSERVATION

What happened?

PAST

REACTION

How do you feel about it?

PRESENT

INTERPRETATION

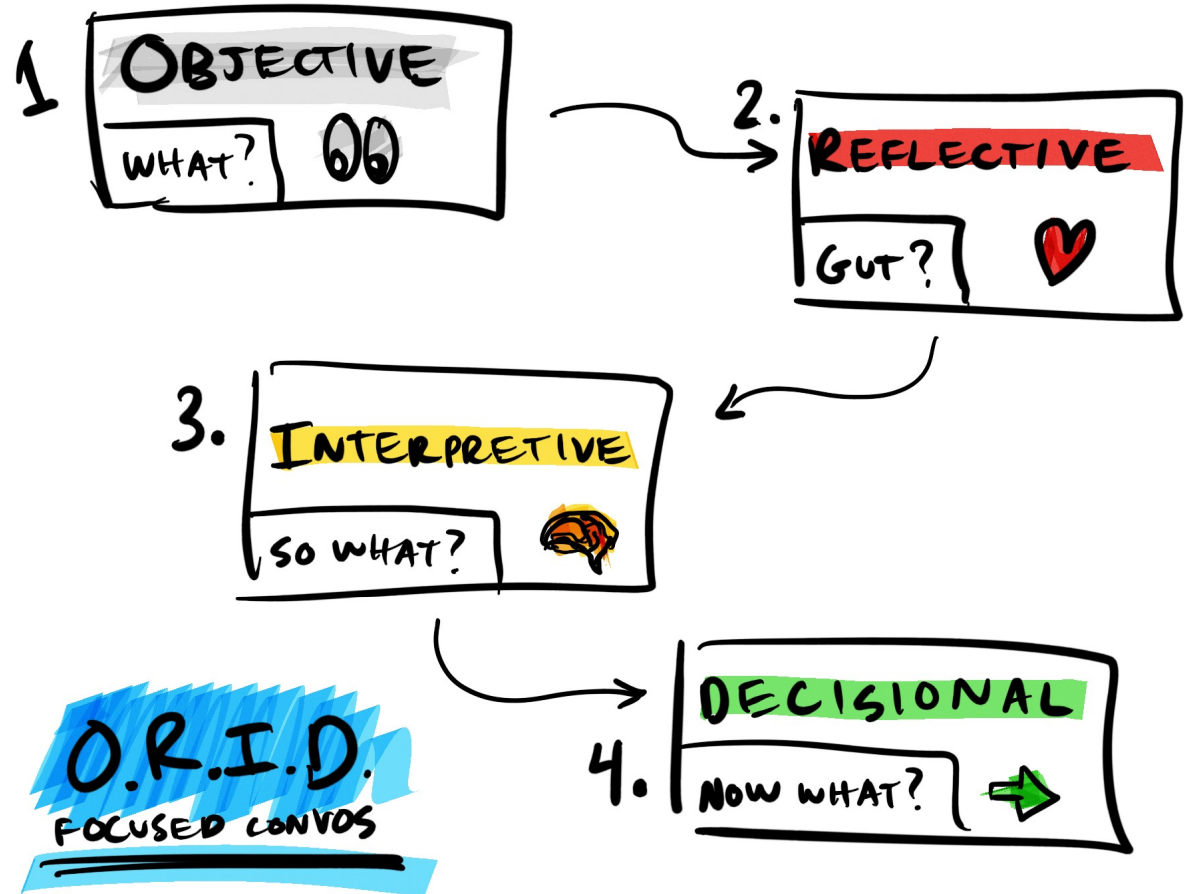
How do you make sense of it?

PRESENT

DECISION

What can you do about it?

FUTURE



Credit: Institute of Cultural Affairs, Graphic © Kevin Huynh

Facilitating Community

Welcoming, Seating

Opening ceremony/
Centerpiece

Guidelines/Values

Talking piece

Guiding questions

Closing ceremony

QUESTIONS FOR FULL CIRCLE PROCESS

REACTIONS/FEELINGS

How are you reacting to this? How can we be real about this? What's going on inside? What's *my* feeling?

OBSERVATIONS

What happened? Who is involved? What do you notice about this situation?

INTERPRETATIONS

What was going on for each of us that it got that way?
What's a story that is coming up for now? What's my role in the situation? How do I take maximum responsibility?
What are common themes I'm hearing around the circle?

DECISIONS

How can we together make things right? What can we do differently? What ideas do you have that would change how this happens next time? What can we commit to doing in the next hour? The next day? The next week?

Adapted from Kay Pranis: Circle Process Handbook and Institute for Cultural Affairs – Technology of Participation

Facilitating Community

Welcoming, Seating

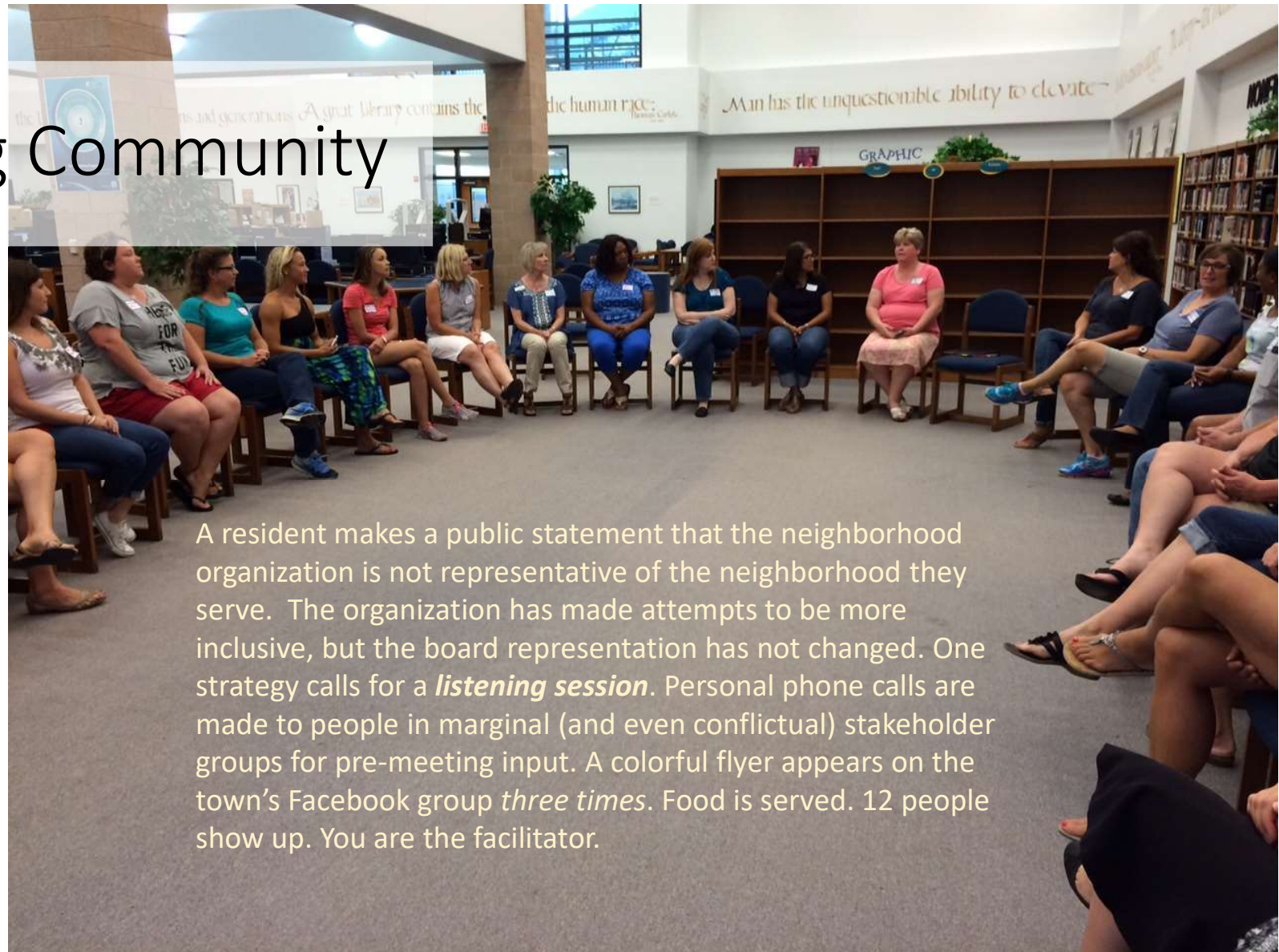
Opening ceremony/
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A resident makes a public statement that the neighborhood organization is not representative of the neighborhood they serve. The organization has made attempts to be more inclusive, but the board representation has not changed. One strategy calls for a **listening session**. Personal phone calls are made to people in marginal (and even conflictual) stakeholder groups for pre-meeting input. A colorful flyer appears on the town's Facebook group *three times*. Food is served. 12 people show up. You are the facilitator.

Facilitating Community: Toward a Shared Vision

Welcoming, Seating

Opening ceremony/
Centerpiece

Guidelines/Values

Talking piece

Guiding questions

Closing ceremony

1. **ALL:** Write down your four ORID questions.
2. Pick a facilitator based on who's at the edge of readiness (or default XYZ)
3. **Each participant** take one of the following roles (or other):
 1. Impatient board member
 2. Critical marginalized resident
 3. Begrudging business owner
 4. Passionate downtown new resident-advocate
 5. Director of local mission
4. **Role play** in a way that is honest to you. Do not "pretend." You showed up willingly to this session, so you are at least somewhat open to what happens.
5. **Facilitator:** Your goal is to have the group hear each other and grow a shared vision. A) Open the meeting authentically. B) Invite ground rules. C) Begin asking each of the four ORID questions. As it evolves, notice if other questions arise that address an emerging need.
6. **With five minutes to go, debrief** with each person having a minute to:
 1. How did your role feel as the meeting evolved?
 2. What did the facilitator do that was helpful for you as a participant?

Want more?

Advoz Circle Process Training

January 8-9, 2021

Lancaster, PA

Advoz: Mediation & Restorative Practices

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