

International Multilingual Workshop Series

Relationships and Conversations during Extraordinary Times


Harlene Anderson and HGI Colleagues offer Dialogue Tips

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Dialogue

1. Dialogue invites the reflexive, intricately intra-twined actions of speaking, listening, responding, hearing, and understanding. I speak to invite the other person to speak so that I can listen to them. I want to listen attentively, carefully, and with an attitude of interest. I respond to what is said with comments, questions, and bodily movements—their response helps me know if I am hearing and understanding their meanings. I want my response to signal that I am curious and want to and want to learn more.

2. Dialogue provides the opportunity for people to speak and to listen to themselves—uninterrupted, without judgment—perhaps as they have not been able to do before.




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3. Dialogue invites responsive understanding. Responsive understanding refers to active-emergent understanding.

4. Understanding is not a passive activity. Its emergence involves checking to clarify if you have grasped or heard what the other hoped you would hear. Checking is not paraphrasing or parroting back a person's words. We must use other words for comparison and contrast to see if our understanding is close or not.

5. Dialogue invites trust and openness, especially to the other and their difference, and assumes that we, the professionals, can be questioned, critiqued, and not agreed with by the other.



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6. Dialogue invites carefulness to not assume you know what the other person means and to not fill in the blanks or details of the other person's story. We want to understand from the other's sense-making/logic map and check to make sure we understand the other's perspective *as best we can*.

7. Dialogue invites asking *curious questions* to learn more, which invites the other to clarify and expand. Curious questions are not asked to gather facts and data. They invite a reflective and reflexive process that is part of both professional and client beginning to think and act differently. In the process of learning more, the other can clarify, rethink, and reflect—which is integral to the transformational process of dialogue.



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8. Dialogue invites and welcomes pauses and silences in out-loud talk, which provide opportunities for all participants to access and be aware of their inner thoughts. Pauses and silences are not only okay but are important. We need time to think about what we think we have heard and consider how we want to respond and how to say it.

9. Dialogue invites a *collaborative sensitivity* that informs ways of being and becoming in the relationship—one in which you want to create a sense of togetherness and a sense of equitability, which invite a sense of participating, contributing, and sharing responsibility.



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10. Collaborative sensitivity invites collaborative design. Think of collaborative design like deciding to take a walk with someone, together deciding where to go, when to pause, and when and where to detour. Collaborative design is part of the co-being and 'witness' process of co-generating newness in meaning, understanding, and action.

"I come to the conversation empty—not empty of my experience or history —but empty of the belief that my experience or history defines the limits of possible meaning and experience... "I am being empty of possession and of all intentions other than the intention of engagement with you and of the what-will-happen."

-Lisa Lipari



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JUNE 19TH/22
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Harlene Anderson, Sylvia London & Ines Rodriguez invite you

<http://harleneanderson.com/isi-2022/>

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