DIALOGIC FACILITATION

SKILLS FOR ENABLING COLLECTIVE INTELLIGENCE

Success of initiatives often depends on the capacity to engage in good conversations, to truly listen, and to build relationships.

“Dialogic Facilitation” aims at fostering the art of thinking together by improving dialogue as a stance. It is a four-day practitioner course focused on developing greater levels of proficiency and confidence for facilitation in complex settings. It enhances the participant's competency to build consensus and commitment for implementation and outcome-orientation. It also equips the participants with a range of pragmatic and effective facilitation methods, that enables them to navigating the unpredictable, sometimes conflictual, dynamics of multi-stakeholder engagement processes.

WHAT IS DIALOGIC FACILITATION?

The end result of good facilitation is always increased group effectiveness. To intervene here means to assist the group in seeing a wider range of possibilities, to ensure that different angles are explored and that the conversation stays in an effective flow.

**Dialogic facilitation** is the ability to make things happen through and with others in a way that enables an ongoing constructive conversation between all actors. It is built on the general approach to facilitation, but it does not necessarily require an outside person to do the facilitation. The skills of facilitation need to be available for every person in the group. Particularly people in leadership positions need to acquire facilitation skills when they call for meetings, ask for feedback, try to understand a difficult situation, or want to help other people identify their challenges.

Dialogic facilitation aims to empower every person in the room and become an active co-creator of better group results. A person who facilitates in a dialogic way is concerned with the question: **what is the conversation we really need to have here in order to move forward?**

Dialogic facilitation helps a group to move to a certain end point or to reach a new level of thinking together. The intention of dialogue here is to reach a new level of understanding and, in doing so, to form a new basis from which to think and act collectively.

It ensures that:

1. Different perspectives or viewpoints of participants are considered
2. The voices of all relevant participants or stakeholders are heard and listened to
3. Meetings are held more efficiently and effectively
4. Quality of decisions is improved and problem solving is enhanced
5. More participation, energy and enthusiasm is encouraged during the implementation of decisions

**METHODOLOGICAL APPROACH**

A systematic process of self-observation, peer-review and our professional feedback will guide the participants along the learning journey, which also include:

- Exercises and reflection (individually and in groups)
- Small group and large group facilitation exercises
- Case Work
- Case Clinic

The tools and techniques provided are based on CLI's unique approach: the Dialogic Change Model. The contents and methodology focus also on the identification of strategies for a personal facilitation development plan.

**FOR WHOM?**

The course is designed for managers, consultants and advisors, who lead groups or support group processes with several parties.

Prerequisite for taking part in this course is a clear evidence of practical facilitation experience or the participation in our basic course “Stakeholder Dialogues”.

**BENEFITS**

The participants will be empowered with helpful tools and techniques to:

- Enhance their current levels of competence for dialogue and inquiry towards improving the quality of collective thinking
- Conduct large and small group processes to engage and get results
- Empower themselves to stay more present, aware and focused in demanding situations
Day 1

**Learning Objective:**
Participants know the principles of dialogic facilitation and understand the role of dialogic practices in the context of Collective Leadership. Besides, they become familiar with the role of self-awareness and its impact on their performance as facilitators.

**Contents:**
- The Dialogic Practices
- Dialogue on factors enabling Collective Intelligence
- Dialogic facilitation as a leadership task
- Principles of dialogic facilitation

Day 2

**Learning Objective:**
Participants understand the power of listening and inquiry in dialogic facilitation and the role of facilitation in the different phases of the Dialogic Change Model. Additionally, they practice the preparation of meetings by using a comprehensive framework tool.

**Contents**
- Creating a thinking environment
- Deepening inquiry skills - asking the right questions
- Re-introducing the Dialogic Change Model
- Facilitating conversations in phase 1 of Stakeholder Dialogues
- Case clinic

DAY 3

**Learning Objectives**
Participants understand the power of process and structure and know how to prepare conversations, meetings and workshops in a dialogic way. They learn how to apply divergence and convergence in dialogic facilitation.

**Contents**
- The role of process and structure
- Revisiting the Dialogic Change Model phase 2
- Introducing a framework for preparing and implementing Dialogic Facilitation
- Case work: Small group facilitation exercises
- Facilitating conversations in phase 2 of Stakeholder Dialogues
  - Fostering experiences of joint results and collective action
  - Understanding when to use plenary sessions, working groups, reflective pairs, explorative trios
DAY 4

Learning Objectives
Participants practice facilitation for consensus building. They plan their learning journey and action plan to strengthen their facilitator's competence.

Contents
- Principles for successful communication architectures
- Principles of large group facilitation
- Facilitation exercises - Review of tools and approaches
- Outlook on the facilitators journey – 3-month action plan