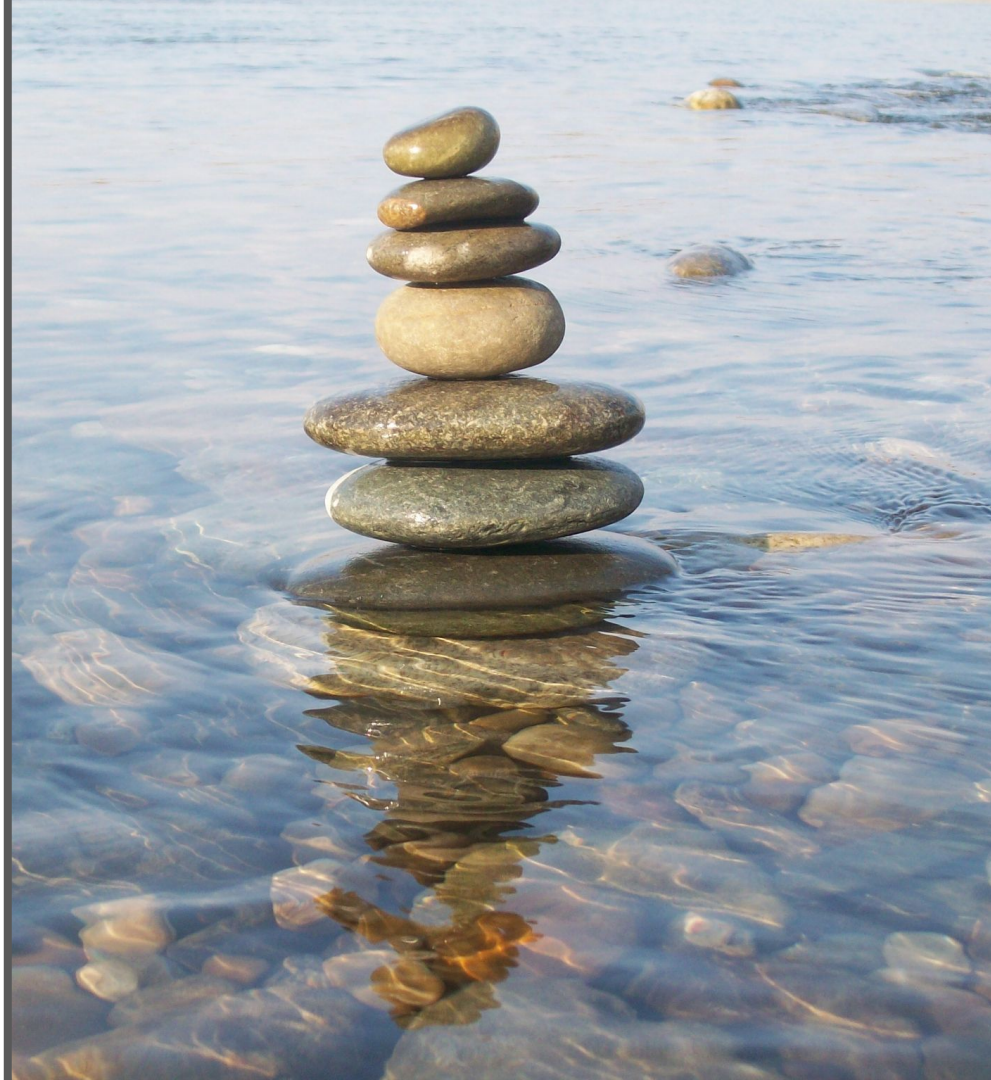


**Engaging in
Dialogue across
Difference**
with Eric Schildge



Essential Partners

OUR MISSION

To give people the means to strengthen relationships,
deepen belonging, and renew hope in their communities.



Essential Questions

- Why do conversations get stuck?
- How can we use “full-spectrum listening” and “questions of understanding” to get unstuck?

Communication Agreements

- “Pass” or “pass for now” if you are not willing or ready to respond.
- Share airtime: avoid interrupting; “move up, move back”
- Speak for yourself and from your own experience.
- Maintain confidentiality. Take the learning, but not others’ stories.
- Attend to cell phones and technology in ways that allow you and others to be as present as possible.

What to Expect:

- Why do Conversations Get Stuck? *(5 mins)*
- Listening: *(35 mins)*
- Asking Questions: *(15 mins)*
- Closing *(5 mins)*



**In relationships,
and conversations,
we can get stuck.**

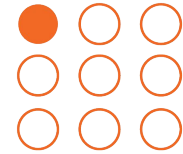


Impacts of Threat

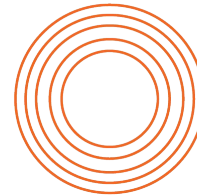
- Perceptions narrow
- Parts of our brain that control rational thinking, creative thinking and curiosity lose blood and oxygen
- Increased generalizations and over-simplifications
- Ability to collaborate plummets
- Our sense of vigilance is heightened and we want to defend ourselves



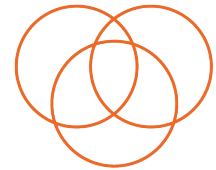
PERCEPTION



THINKING

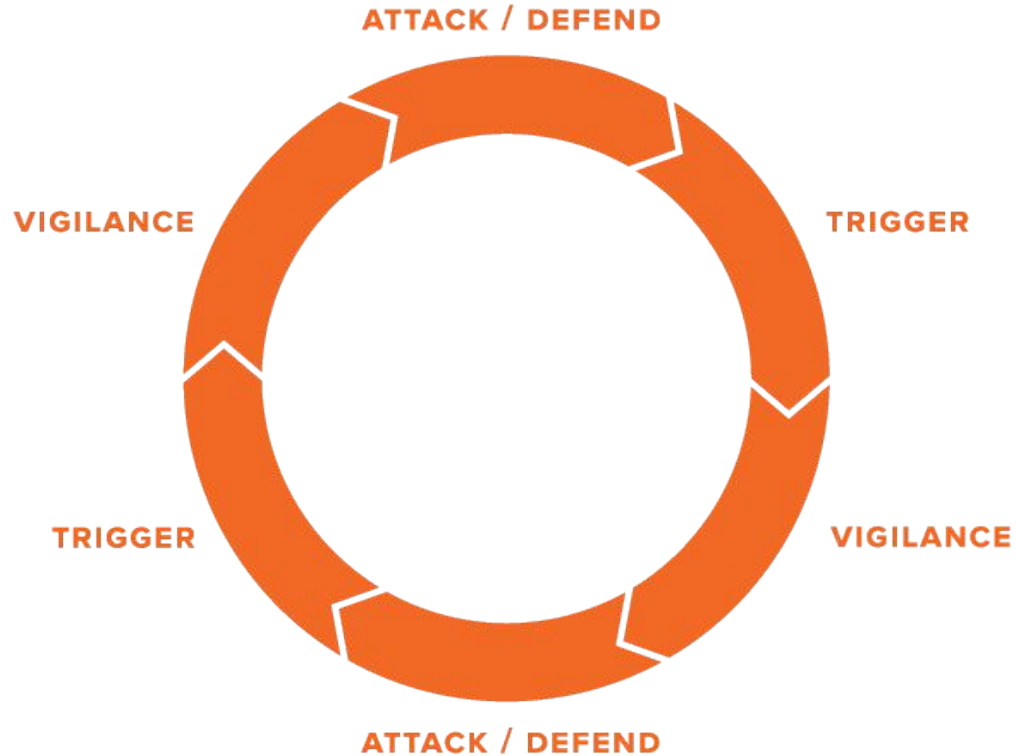


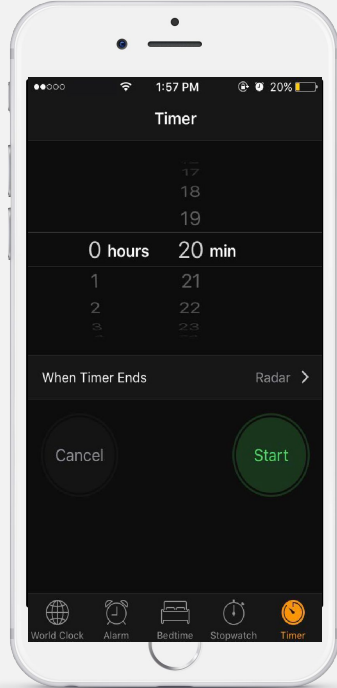
AWARENESS



EMOTIONS

The Cycle of Defensive Response





1/5

Seconds

REACT



20
Minutes

RECOVER



The Constructive Cycle



The Constructive Cycle

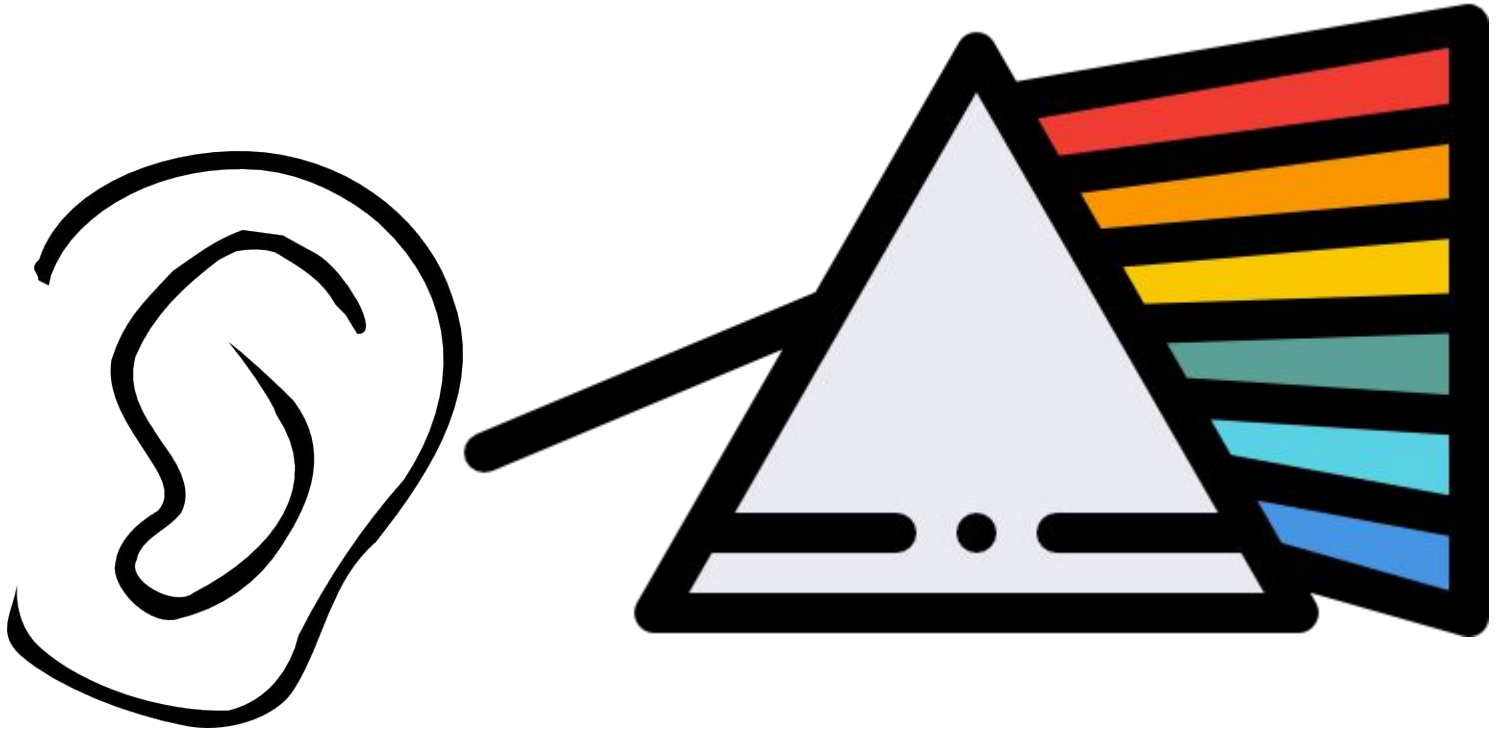
LISTEN

to understand
for meaning, values & emotions
assume good intentions





Photo: OLGA STRELNKOVA/SHUTTERSTOCK.



Full Spectrum Listening:

Think about a time from the last year when you were able to show up for a friend, student or colleague in a meaningful way.

What happened? How did you show up? How did it impact you? What did you take from the experience?



Full Spectrum Listening Roles

- **Actions**
- **Emotions**
- **Values**

Listening Role

ACTIONS



Be a Reporter

- Who?
- What?
- When?
- Where?
- How?

Listening Role

EMOTIONS



- What emotions are mentioned in the story?
- In reference to who or what?
- How would you describe the storyteller's emotions in the story, or while they are retelling the story?



Listening Role ***VALUES***

- What were the storyteller's intentions or purposes that shaped their action?
- What were the values beneath their intentions?
- What does the speaker care about? What does it sound like is important to them?

Full Spectrum Listening

Tell a story from the last year when you were able to show up for a student or colleague in a meaningful way.

What happened?
How did you show up?
How did it impact you?
What did you take from the experience?

ACTION STORY: Who? What? When? Where? How?

EMOTIONS STORY: What emotions are mentioned in the story? In reference to who or what? How would you describe the storyteller's emotions?

VALUES STORY: What were the storyteller's intentions or purposes that shaped their action? What were the values beneath their intentions?

Each round = 5 min

- **2 min: Story**
- **1 min: Actions**
- **1 min: Emotions**
- **1 min: Values**

Listen for
EMOTIONS

Listen for
ACTIONS



**Full Spectrum
Listening**

Tell a
STORY

Listen for
VALUES



EMOTIONS

STORY

VALUES

ACTION

Photo: OLGA STRELNKOVA/SHUTTERSTOCK.



Debrief

- **What was it like to be listened to in this way?**
- **What did you learn about your own story from what was reflected back to you?**
- **Which role was easier? Harder?**
- **Do you find yourself listening in one of these roles more often in your daily life?**

The Constructive Cycle

ASK
open, honest questions
for stories & values
for clarification





Framing

How do the questions we ask shift the conversations we have?

What is the relationship between our listening and the questions we ask?

Questions of persuasion are questions that are motivated by a **need to persuade someone to change their mind**, that they are wrong, or that the consequences of their thinking or beliefs would be bad. They might sound like:

Why don't you ...?
Don't you think you
should?

Asking questions to try
to change how
someone thinks about
something

Why do you even care
about that anyway?

Trying to attack the
belief behind
someone's opinions or
decisions

Isn't it true that...?

Trying to change
someone's mind by
challenging their
assumptions or beliefs

Questions of understanding are questions that are motivated by a desire to **understand more about someone and their beliefs**. They might sound like:

What made you want to...? What experiences in your life caused you to believe that?

Inviting deeper meaning

How did this change the way you see the world? What did you learn?

Inquiring about impact

What was it like? How was it different? Can you describe it more?

Asking for more detail and clarity

**Neither question style
is good or bad.**

**Write a statement
that is true for you.**



Round One: Questions of Persuasion

Questions to Persuade

- **Person A:** Make a statement about something you believe to be true
- **Person B:** Ask questions designed to persuade Person A that she is mistaken and should change her mind
- **Person A:** Respond to the questions briefly and honestly
- Switch roles.

ROUND TWO: Questions of Understanding

Make THE SAME statement about something that is true for you.

What made you want to...? What experiences in your life caused you to believe that?

Inviting deeper meaning

How did this change the way you see the world? What did you learn?

Inquiring about impact

What was it like?
How was it different? Can you describe it more?

Asking for more detail and clarity



Debrief

What was that like?

What did you notice:

- when you were being asked questions?
- when you were asking questions?

What was different about the way you listened in each round?