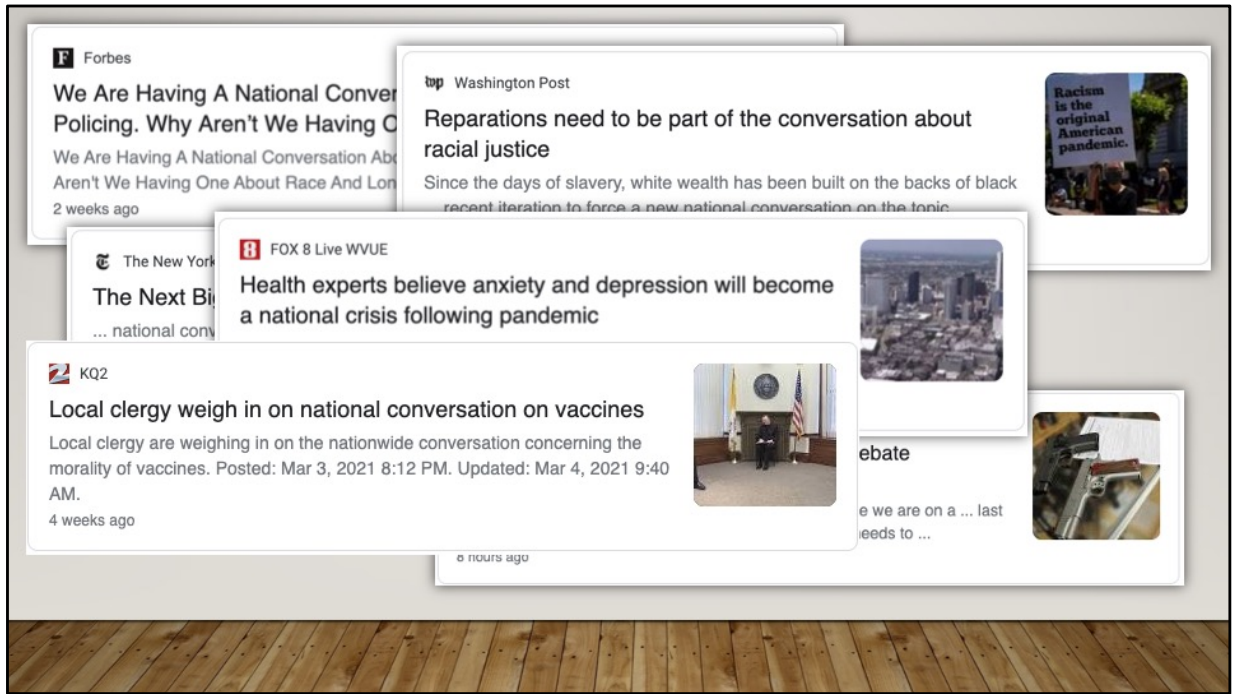


CROSSROADS

CIVIC ENGAGEMENT CENTER

CREATING SPACES FOR DIALOGUE



Why do we avoid difficult conversations?

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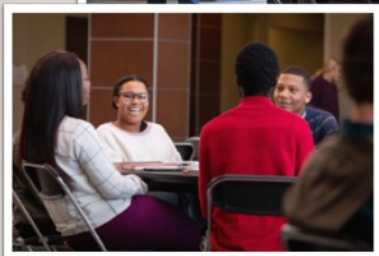
Why do we avoid difficult conversations?

https://www.polleverywhere.com/free_text_polls/15eh0leqEYLsH3e7lsSUS



CONVERSATIONS
AND COMMUNITY
=
WHAT WE DO

CROSSROADS
CIVIC ENGAGEMENT CENTER



- Consultation
- Courses
- Workshops
- Webinars
- Speaking Engagements
- Student programming
- Digital Resources
- Network Building
- Supporting Partners
- Research, Presentation & Publication

CROSSROADS
CIVIC ENGAGEMENT CENTER

Our Mission

The mission of Crossroads Civic Engagement Center, an initiative of the Division of Community Affairs, is to develop engaged citizens for the State of Alabama and the world. We do this through teaching, research, and service focused on four civic pillars: values, knowledge, skills, and action.

Civic Engagement at UA

VALUES

KNOWLEDGE

SKILLS

ACTION



College of Communication and Information

Mission

The College of Communication and Information is dedicated to **improving people's lives** through excellence in research, service, and education and training for undergraduate and graduate students in the **multicultural, multiethnic global society of the information age**. Our primary mission is to teach students how to communicate effectively, to obtain and evaluate information, to create, produce and disseminate effective communication messages, to make strategic use of knowledge, and to undertake research programs that contribute to the advancement of the Commonwealth and beyond. We seek to **promote civic responsibility**, service learning, and diversity.



Lane



Jackson

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Name

Role at UK

Go-To TV Show

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Creating Spaces for Dialogue



- Setting Expectations
- Asking Questions
- Listening Well



THE
WEST WING



DOWNTON
ABBAY.

The Context Matters.



Parks and
Recreation

Schitt's
Creek.



The TV Show Experience

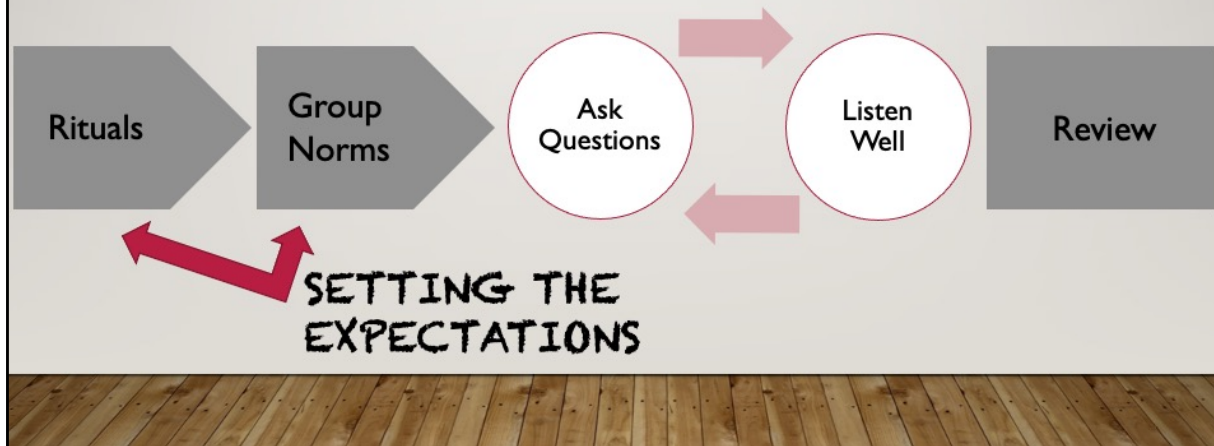
Intro Bit

Theme Song

Action

Credits

The Dialogue Experience







EXPECTATIONS
MAY BE SET
IMPLICITLY



GOOD REASONS TO BREAK THE ICE

- Making sure that everyone's technology is working properly
- Learn things about others that aren't related to your work/course/project/etc.
- Creating a **ritual** associated with the space

CROSSROADS RITUALS

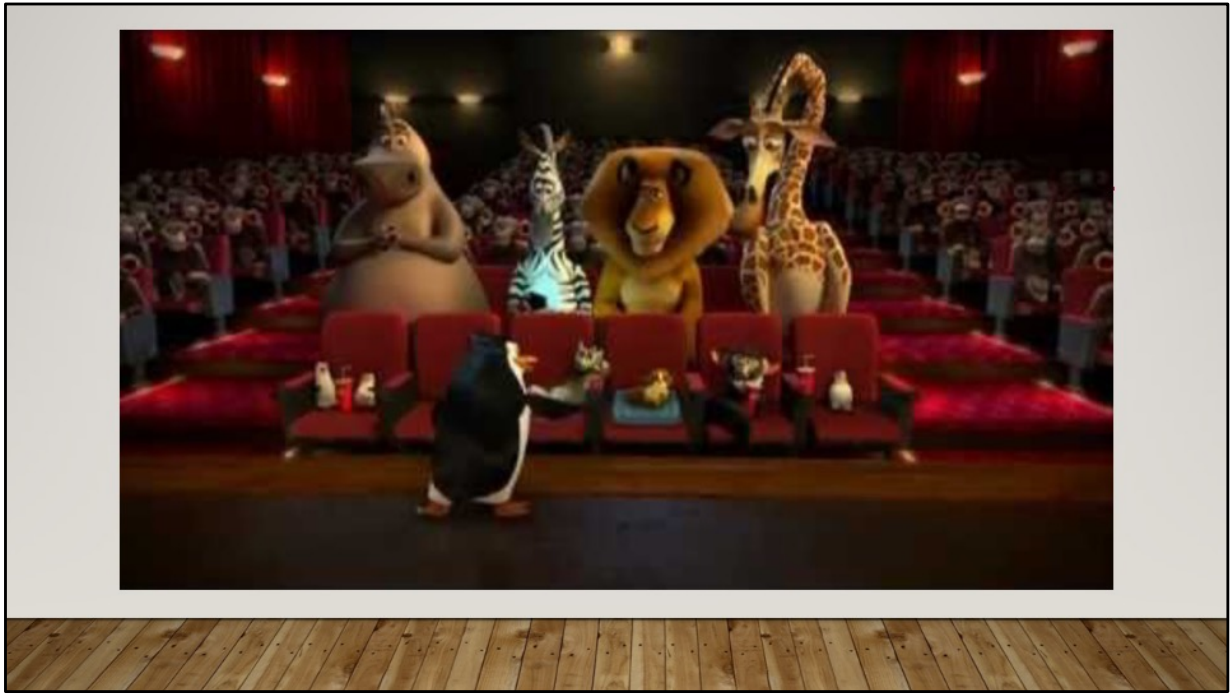
- High Tide/Low Tide/Roll Tide (beginning)
 - Rose/Thorn/Bud
- Weekly question (beginning)
- Where should we go from here? (end)
- Music (before and after workshops and Campus Dialogues)
- Food
- Furniture Arrangement







EXPECTATIONS
MAY ALSO BE
SET EXPLICITLY







SAMPLE GROUP NORMS FOR DIALOGUE

- Share airtime.
- Don't interrupt.
- Listen to understand, not to respond.
- Assume the best intentions.
- Use "I" statements.
- Oops/Ouch

WHAT DO *RULES* HAVE TO DO WITH BUILDING COMMUNITY?





SAMPLE GROUP NORMS FOR DIALOGUE

- Share airtime.
- Don't interrupt.
- Listen to understand, not to respond.
- Assume the best intentions.
- Use "I" statements.
- Oops/Ouch





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More info at pollev.com/support

Dogs are the BEST pets.

https://www.pollev.com/clickable_images/8E5Dkn8Sib769fdrgArGy

<u>CLARIFY</u>	<u>TELL ME MORE</u>	<u>SHARE A STORY</u>	<u>ARRANGE SPACE</u>
Would you <u>clarify</u> what you mean when you say “best”?	Would you <u>tell me more</u> about your perspective on pets?	Would you <u>share a story</u> about your experience with pets?	What perspectives haven’t we considered yet?



A VIDEO ON DIALOGUE ACTS CAN BE FOUND AT OUR ONLINE RESOURCE LIBRARY



QUESTION CRAFTING

- Who will share a story about a time you felt unable to share your perspective for fear of retribution?
- What experiences have shaped your perspective on the concept of “speech as violence”?
- What perspectives are absent from this conversation that might give us a fuller picture of the issue?

QUESTION CRAFTING

- Who or what has shaped your perspective on immigration?
- What are some of the personal hopes and fears that you consider when thinking about immigration?
- What do you wish other people knew about your perspective on immigration?
- Who is missing from this conversation and what might they say if they were here?

QUESTION CRAFTING

- The type of questions you ask will determine the type of answers you get and the type of conversation you have.
- For more resources and assistance honing your "question crafting" skills, visit our resource library at www.crossroads.ua.edu

CROSSROADS CIVIC ENGAGEMENT CENTER

Question-Crafting Guide

1. What type of exchange are you trying to generate with your question? (Diagnose or debate or analyze?)
2. Does the question promote understanding and support for building relationships that can sustain deeper, more challenging conversations?
3. What are the follow-up questions?
4. Does the question allow for people with differing viewpoints and opinions to provide input?
5. Which experiences aren't in the room? Do those views need to be stated if no one else articulates them?
6. Is the language you are using inclusive (non-binary, etc.) and collective (we, our)?

To foster dialogue, asking questions that invite personal experiences or associations rather than objective judgment or immediate critical problem solving is more likely to promote the understanding of different perspectives necessary to build a community of trust or even ultimately move to action steps when necessary. Sample questions that tend to encourage dialogue rather than debate or analytical discussion are suggested below. These questions are not intended to be used uncritically, but are simply listed as variations of the basic types of questions represented in Dialogue A.C.T.S.

Questions to Promote Dialogue

- What are your particular associations with _____?
- How would you describe the ways you learned to think about _____?
- How have you experienced _____ in your family?
- How have you experienced _____ in your home community?
- How have you experienced _____ in your professional community?
- Have there been other situations where you have experienced or observed bias around _____?
- In your experience, what are some other ways social biases manifested themselves regarding _____?
- Can anyone share a story or experience of being internally conflicted by your beliefs about _____ and the roles you want to play according to social norms?
- What are some other perspectives that have not been represented by our comments thus far?
- What might someone who holds that perspective say if they were here?

For more information, go to our website: www.crossroads.ua.edu



What Makes a Great Listener?



Body Language



Dialogue Questions



Repeat Back



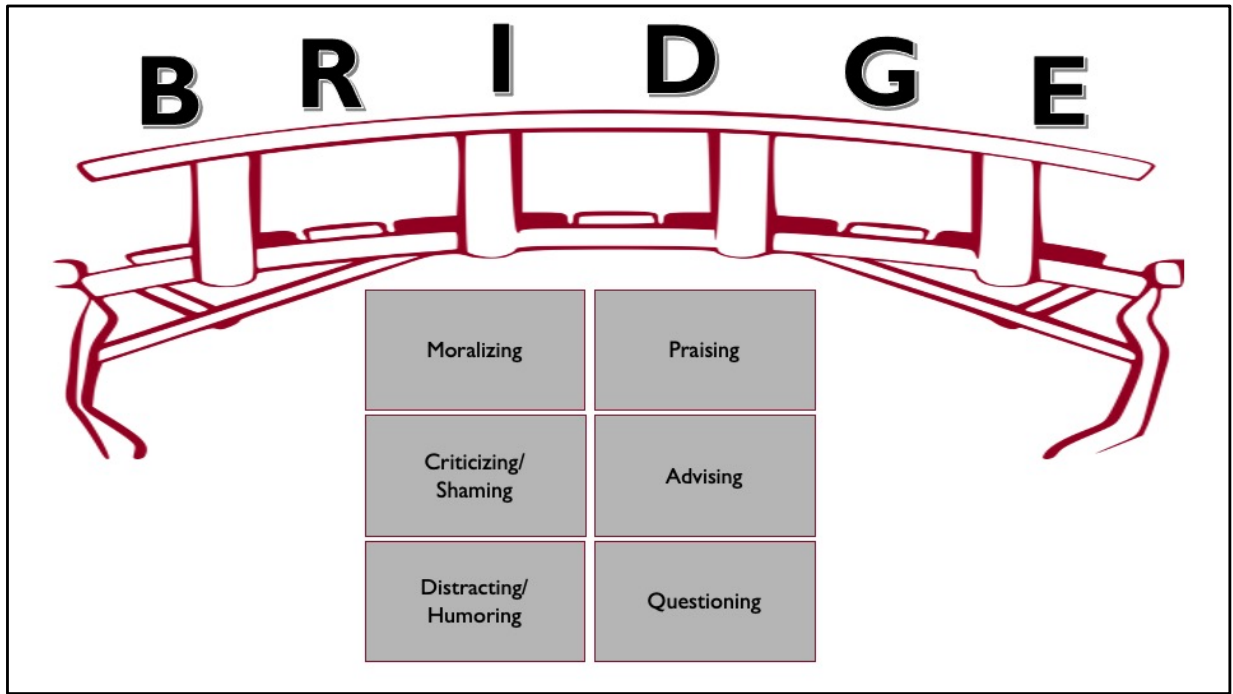
Gratitude



Internal Awareness



Eye Contact







Campus Dialogues Toolkit

Effective dialogue about the toughest civic topics of the day takes skills and practice. The following tool will get you started with the fundamentals of *Campus Dialogues*.

Videos

- [Modes of Discourse \(Video\)](#)
- [Sample Group Norms \(Video\)](#)
- [Dialogue Questions \(Video\)](#)

Documents

- [Modes of Discourse \(PDF\)](#)
- [Sample Group Norms \(PDF\)](#)
- [Dialogue A.C.T.S. \(PDF\)](#)
- [Question Crafting Guide \(PDF\)](#)

To further explore how to have better conversations in your everyday life, check out this TED Talk from public radio host Celeste Headlee and the accompanying reflection guide.

- [Celeste Headlee's 10 Ways to Have a Better Conversation](#)



Dialogue Guides

The Dialogue Guides collected here can be helpful as a "starting point" when hosting and moderating dialogues in academic courses, friend groups, community groups and elsewhere. Please consult the resources in the *Campus Dialogues Toolkit* before diving into this important work.

- **The Capstone Creed:** "Foster Individual and Civic Responsibility"
- **Citizen:** The Most Important Title in American Democracy
- **Tough Conversations:** Aho and McConaughy Talk About Race & America
- **Your Brain On Social Distancing:** Loneliness and Isolation During the COVID-19 Coronavirus
- *Check back for more Dialogue Guides coming soon!*



Interactive Web Tools

Simulations and Games

- [Cast Your Vote Game](#) (Voting)
- [Bad News Game](#) (Disinformation)
- [The Redistricting Game](#) (Voting Districts)



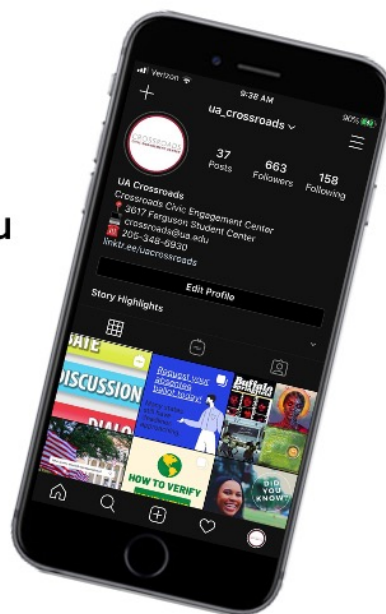
Civic Action Resources

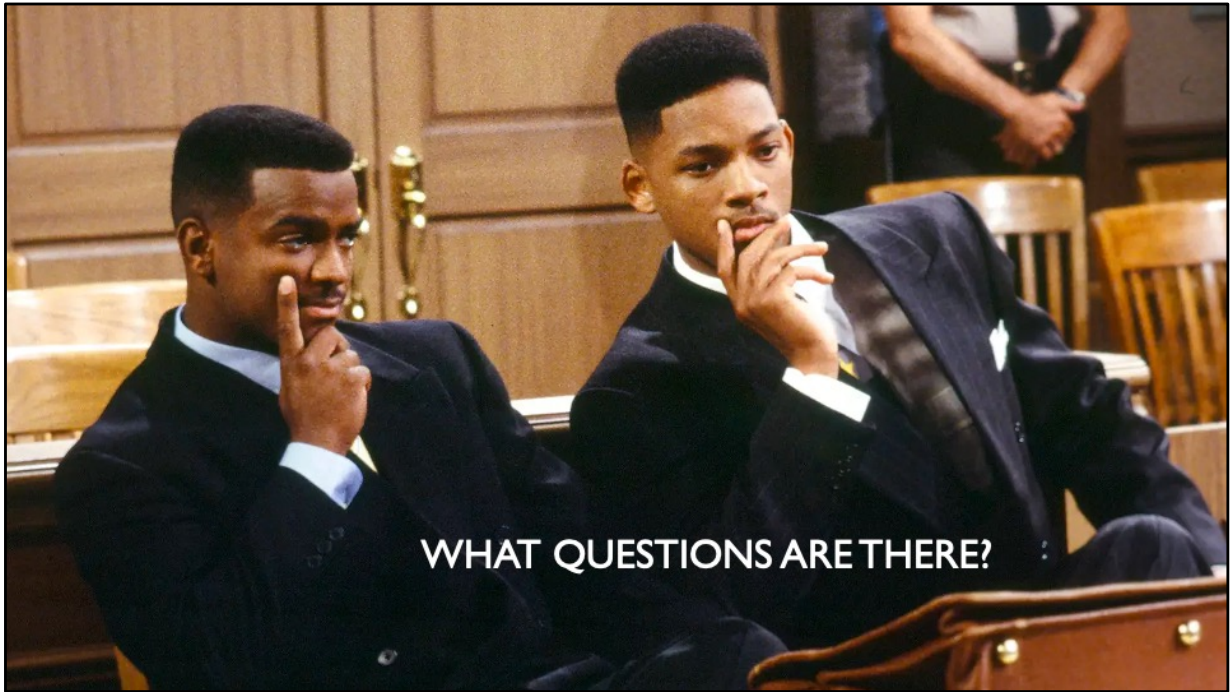
Resources and information for civic action will be collected here.

- [UA Voter Guide](#) (Presented by Vote Everywhere UA)
- [Register to Vote with Turbo Vote](#) (Link)
- [Contact Your Elected Officials](#) (Link)
- [You Should Run For Political Office](#) (TED Talk)
- [Guide to Informed Voting](#) (PDF)
- [2020 Election Reflection Guide](#) (Full Booklet PDF)
- [2020 Election Reflection Quick Guide](#) (PDF)

CONTACT US

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- INSTA: @ua_crossroads
- EMAIL: crossroads@ua.edu





What is one concept or idea from this session that you're looking forward to applying?

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