



Initial Guidelines for Dialogue

- **Suspend assumptions and certainties**
- **Observe the observer**
- **Listen to your listening**
- **Slow down the inquiry**
- **Be aware of thought**
- **Befriend polarisation**

Convening Dialogue

“Leaders of dialogue are convenors. The word *convene* means “to assemble with others; to come together.... Listening, respect, voice and suspension are actively encouraged and practiced.” (291)

- ◆ **Clarify your intentions**
- ◆ **Entry is everything**
- ◆ **Join each person differently**
- ◆ **Create the container**
- ◆ **Evoke the ideal**
- ◆ **Support dreaming out loud**
- ◆ **Deepen the listening**
- ◆ **Make it safe for opposers**
- ◆ **Dare people to suspend**

- ◆ **Map the structures**
- ◆ **Facilitate cross-model conversation**
- ◆ **Educate**

- ◆ **Embody reflective inquiry**
- ◆ **Listen for emerging themes**
- ◆ **Model leading from behind**
- ◆ **Predict and deal with retrenchment**

- ◆ **Embody service**
- ◆ **Reflect on the whole process**
- ◆ **Seek paths to resolution**
- ◆ **Allow the leadership role to move**
- ◆ **See the whole as primary**

Isaacs, W. Taking Flight: Dialogue, Collective Thinking, and Organisational Learning in Cross, R & Israelit, S., (2000) Strategic Learning in a Knowledge Economy: Individual, Collective and Organisational Learning Process. Boston, USA: Butterworth-Heinemann