

Creating Meaningful Dialogue

Focused Conversations

Presented by

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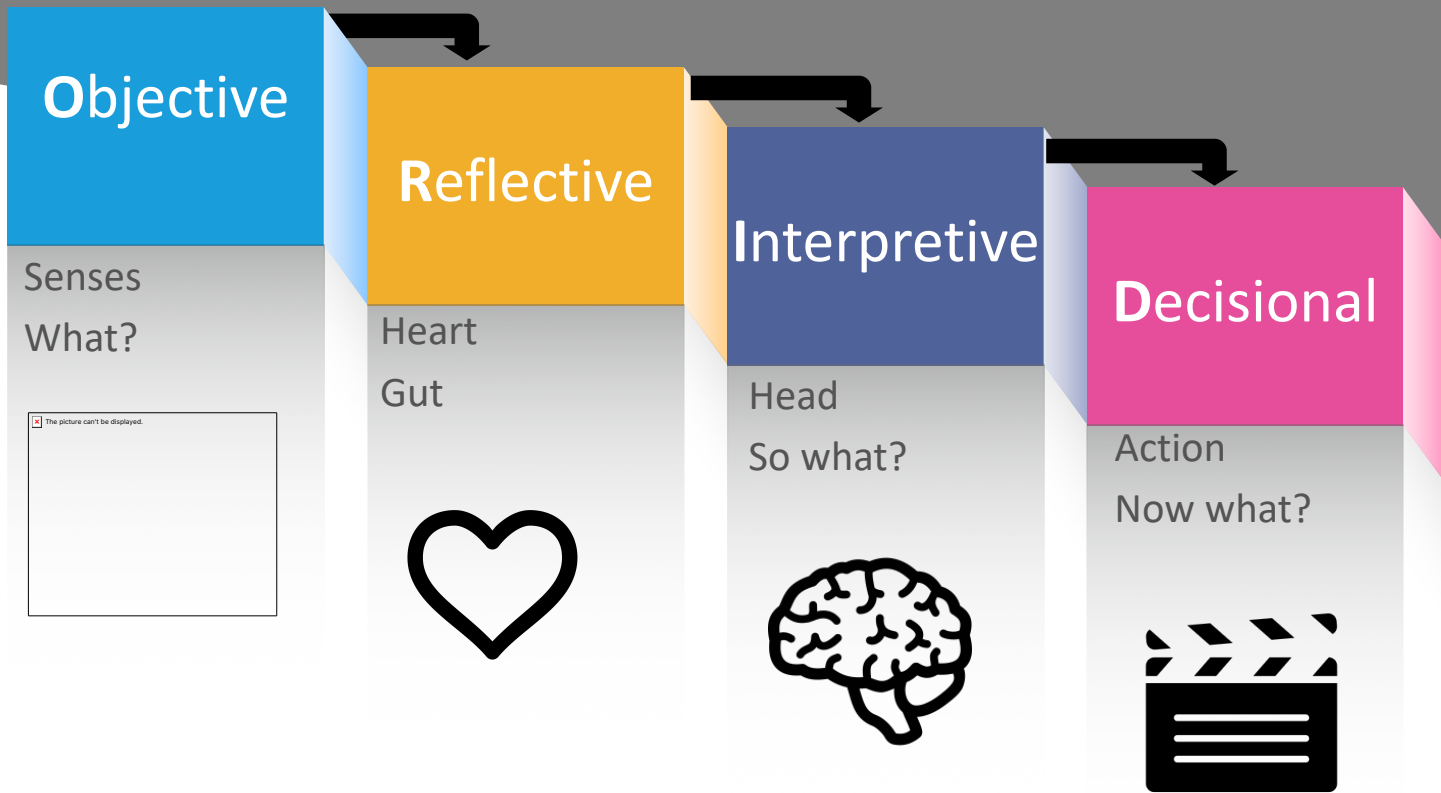
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Focused Conversations

- Create meaningful dialog
- Broaden a group's perspective
- Elicit clear ideas and conclusions
- Allow the entire group to participate



Four Levels of Questions (ORID)



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Your job as facilitator

- Prepare question in advance
- Ask open ended, specific question
- Ask one question at a time
- Allow time to answer
- Rephrase the answer
- Correct misconceptions
- Maintain objectivity
- Say thank you
- Record observations / ideas / input if needed
- Encourage people to participate



How to encourage participation

Phrases to use

- Tell me more
- What else?
- Anything else?
- Anymore observations?
- Would anyone like to add something more?



What?

Objective

See, hear, taste, feel, smell

What happened during this activity?

What words or phrases stood out for you?

What do you recall?

What words, sounds, or images stood out for you?

What did you notice?



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Gut

Reflective



Emotions, memories, associations

What was a high point for you? - What was a low point?

What worked for you? -What didn't work?

What was most exciting? -What drained your energy?

Where was it easy? -Where was it hard?

What surprised you or encouraged you?



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So What?

Interpretive



Meaning, value, relevance

What is a key insight from this exercise?

What did you learn from this?

What is the importance of this?

What questions does this raise for you?

What does this mean?



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Now What?

Decisional

Resolution, opinion, do something



What will you do differently when you return to work?

What actions does this trigger for you?

What will you do with this tomorrow?

What does this mean for your future?

What applications or action ideas has this triggered for you?

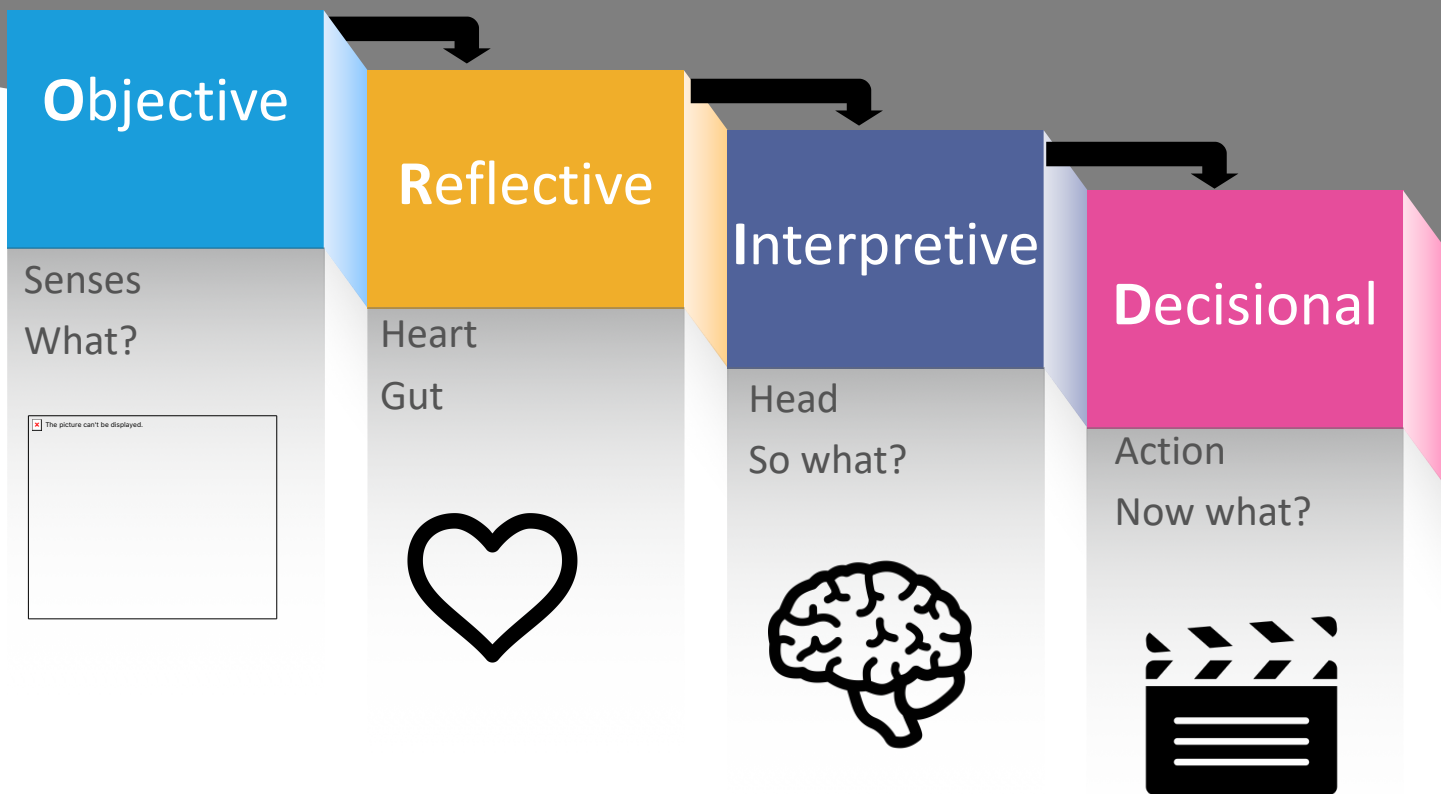


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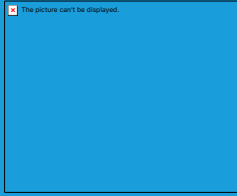
Four Levels of Questions



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What

See, hear, taste, feel smell



Gut

Emotions, memories, associations



So What

Meaning, value, relevance



Now What

Resolution, opinion, do something



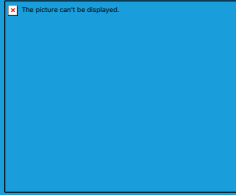
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Advisory Comm. Meeting

SITUATION: Reviewed and discussed annual reports of other programs, we are looking to create our own.



What stood out to you about the examples we reviewed?



What feels most challenging?



What more do we need to know or further explore?



What direction are we heading in?



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Training about Zoom

SITUATION: A group of five people have just received a ten minute training on the different ways to schedule a zoom meeting.



What do you recall about scheduling a zoom meeting?



What was easy or what was hard?



What did you learn from this?



What will you do differently now when scheduling Zoom?



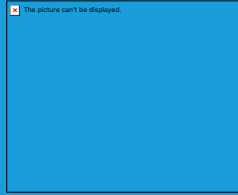
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Conversation with an employee

SITUATION: Reviewing accomplishments with an employee



Tell me about what you've done in the last year?



What were some high points or low points?



What was most meaningful to you?



What would you like to change in the coming year?



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Practice

Your job as facilitator

- Ask one questions at a time
- Allow time to answer
- Rephrase the answer
- Correct misconceptions
- Maintain objectivity
- Say thank you
- Encourage people to participate

How to encourage participation

Phrases to use

- Tell me more
- What else?
- Anything else?
- Anymore observations
- Would anyone like to add something more?



- What do you notice about this new form?
- Who was present at the meeting?
Who spoke?
- What scenes do you remember?
- What facts do we know about this situation?
- What caught your attention about _____?

- Where are you confident?
- Where is more work needed?
- What gives you courage?
- What seems the most critical?
- What are you most doubtful about?
- What was inspiring?
- What color would you add? Why?
- What parts reminded you of your own _____?

- What is the importance of this?
- What new vantage point has this given us?
- What difference will it make?
- What would you say lies underneath these issues?
- How has this been beneficial to you personally?

- What are we really committed to?
- Then, what are the first steps we need to take?
- What is the resolve of this group?
- How would you articulate our consensus?
- What will you do differently?
- What name will you give to our time together?



Thank you for your time

Feedback Survey

<http://ucanr.edu/survey/survey.cfm?surveynumber=27522>

Questions?

Next WebANR June 20

Storytelling for Presentations and Speeches

[Session are recorded and archived on the ANR Learning & Development Website](#)



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- Fundamentals for Trainers
- Trainer as Facilitator
- Icebreakers, Energizers and Activities to Make Learning Stick
- Culturally Inclusive Training



<https://hr.ucdavis.edu/departments/learning-dev/certificate/train-trainer>



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