Facilitating Management of Difference: Principles, Methods, Practice

Building a toolkit of communication choices

1. Principles of facilitation

   a. Facilitative vs. Directive (Manage process not content)
   b. People support what they create

2. Communication Contributions

   a. Acknowledge/Summarize

   - 3 R's (Restate, Reflect, Reframe)
   - Constraints, problems, difficulties
   - Interests, values, goals
   - Differences and issues
   - Hard work and positive contributions
   - Recognition of others
   - Forward movement
   - Shared concerns and common ground
   - Consensus and agreement

   b. Be tentative, provisional

   c. Facilitate transitions: CVA (Concerns/Visions/Actions)

3. Managing diverse communicators

   a. Expect differences, be curious about differences
   b. Acknowledge parties' reflection of one another
   c. Be patient, humble, and willing to learn
   d. Look for ways of meeting parties' deep cultural interests
   e. Be flexible

4. Sophisticated Communication Choices

   a. Design Thinking
   b. Gaming Methodology
   c. Video Reflections
   d. Crafting Circles