



# Reimagining Settlement

## Conversations Toolkit

August 2020 / Version 1

# Conversations Toolkit

## Why this, why now?

- To strengthen relationships & collaboration with clients, community partners and frontline workers across the NSP
- To surface collective insight into a client centered view of settlement that:
  - clarifies priorities for advocacy
  - highlights adaptive responses to change and innovation
  - identifies opportunities for service improvement and increased collaboration

## Purpose

**Stage 1: Listening** to clients, community and frontline workers as they share their experience of settlement

**Stage 2: Respond collaboratively** creating resources that enable shared understanding, improvements and advocacy across the network

## How might we respond to what is heard?

- Create a settlement map
- Identify improvement projects to trial and test
- Develop a set of priorities for NSP advocacy

### What is the NSP?

A unique consortium of 20 providers of settlement services who implement 85% of SETS funding in NSW

#### NSP Partners:

Accessible Diversity Services Initiative Limited  
Advance Diversity Services  
Cambodian Australian Welfare Council of NSW  
Community Migrant Resource Centre  
Community Northern Beaches  
Connecting Community Services  
CORE Community Services  
Focus Connect  
GyMEA Community Aid & Information Service  
Illawarra Multicultural Services Inc.  
Lebanese Community Council of NSW  
Manning Valley Neighbourhood Services Inc.  
Melkite Catholic Welfare Association  
Metro Assist  
Mount Druitt Ethnic Communities Agency  
Nepean Multicultural Access Inc.  
Northern Settlement Services Ltd  
Settlement Services International  
Sydney Multicultural Community Services  
SydWest Multicultural Services  
Western Sydney Migrant Resource Centre

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## Shared resource folder

The basic set of templates and toolkit information can be accessed online at:

<https://drive.google.com/drive/folders/1pDwve-Us2Dpv8UrnyVBpvPEQaq1lXKJj?usp=sharing>

If you would like to upload materials you have created locally, to share with others who may be looking for ideas, please feel free to add to this collection.

### Templates

The following templates can be downloaded and printed from the resource folder

1. **Invitation** [Word file]
2. **Conversation record** [Excel file]
3. **Conversation question slides** [pdf]
4. **Note taking tool for scribes** [pdf]

## Purpose of this toolkit

**The purpose of this toolkit is to enable NSP Partners to host local conversations, listening to and supporting clients sharing their experience of settlement.** Every conversation will unfold differently depending on the people present and the stories that emerge. To enable the wider network to learn from each other in this process, this toolkit describes a shared purpose, and shared set of questions so that insights can be documented, and greater understanding can be built collectively. Each local partner may host more than one conversation with existing clients, community groups and associated organisations and will be invited to document their learnings to bring to the network.

### Why host a conversation?

- To connect with your clients and learn more about their experiences
- To share insights, ideas and possibilities for future improvements with the wider NSP network
- To invite input from community and or volunteer partners

### Timeline

The reimagining settlement project is a three-stage collaboration across the NSP.

#### Stage 1 Listening:

**August 25 – Sept 30, 2020** – This is the time to host and document your local conversations.

#### Stage 2 Responding:

**October – February 2021** – Working groups will connect around specific themes raised through listening. The NSP will host a 2-day forum, inviting all staff across the NSP in regional and metropolitan areas to respond to what is heard and learn together.

#### Stage 3 Action:

**February – June 2021** – Workshops with sector to discuss findings and collectively develop improvement projects, advocacy areas and other responses will occur and be reported back to participants.

## What will we do with the information?

- Recorded information and interviews will be de-identified so that individuals are anonymous
- Notes from each conversation will be shared, collated and used as the basis of resource creation and reflection at NSP networking events later in the year.
- In particular, the network will be seeking to use information to set advocacy priorities, identify improvement projects and create a map of settlement.
- NSP Partners may also reflect on information and respond with changes or improvements locally
- Information developed through the Reimagining Settlement events is collectively owned by the NSP, with initial administration by the SSI NSP team under a creative commons license.
- A summarized version of conversation notes will be shared with participants as well as ongoing follow up communications as the outcomes and actions unfold.

## The intended experience for clients

**As a local team you can think creatively about how when and where you'd like to host your conversation.**

- is it part of another event?
- does it include food, or other celebrations?

In general, the experience we are hoping to create for clients is described as follows:

### Overall approach to the conversations

- Appreciative
- Human centred
- Valuing stories
- Process of sharing and listening to each other
- Simple > translatable
- The conversation we don't get to have

### Clients will hopefully say

- I was able to talk and reflect
- The conversation was spacious, there was time for me to connect
- I felt cared for as a person
- I talked about what I value, what makes a difference to me, at times I was in the drivers seat
- I heard from others and supported them
- I contributed to improvements
- We talked about things we don't usually get to
- I offered my own ideas, expertise, experience

## What enables conversations with clients to work well?

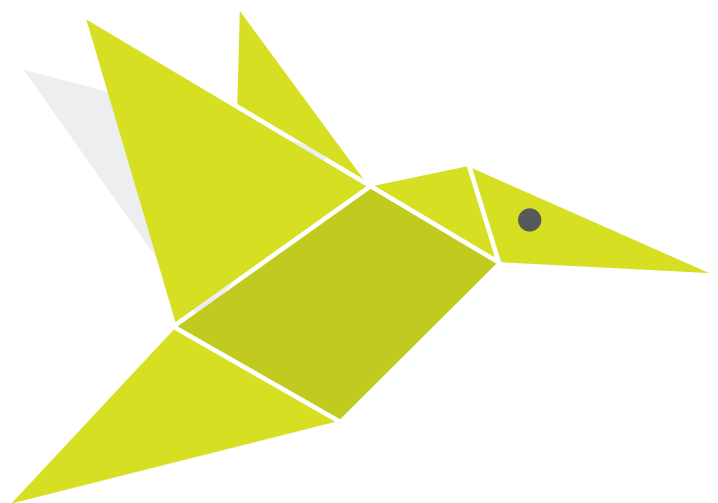
### Perspectives shared by NSP Partners and their staff

- Mutual respect: create comfort, reduce power gaps, focus on their perspective, family group, acknowledge clients.
- Let people know why we are doing the conversations and what we will do with the information.
- The participant needs to feel ownership: this is their space and they are giving their time. Allow the client to drive the conversation.
- Make participants the experts. Give them platform, choices, use a human centred approach empower the individuals to discuss their experience.
- Apply a specific approach to your groups based on who they are. Cultural competence, know the background, be aware of greetings, how to be welcoming.
- Engaging in the primary language of the client with bilingual staff members facilitating.
- Simple, relaxed and informal atmosphere with enough time for a quality conversation.
- Encouraging people to answer from their own story, rather than feeling they need to represent others.
- Quality questions framed carefully. Open, specific, allow them to share their story and talk about what they think is important. Recognise it is not easy to be on question end of strangers.
- You may have more open answers in gender segregated groups, especially with cohorts from certain cultures.
- Playful, creative ways to let them lead the conversation. The communication should be a two-way exchange.
- Be aware of your own culture, acknowledge their journey, be aware there might be feeling of indebtedness and gratefulness.
- Be alert to any triggers around refugee background or family issues.
- Gather the perspective of ethno-specific community organisations which is key to casting a wider net to gather multiple perspectives/responses. They deal with cases or issues sometimes that we may not be privy to.
- Keep them updated and follow up on what occurs as a result of the conversation.

# Core questions and their purpose

## Guidelines for using the client question set

- Questions were designed by staff from NSP Partner organisations through a series of inquiry workshops. Everyone will be working with the same core questions so we can share learning, however you are free to choose which questions to focus on, and how to ask them in light of your audience and their language.
- The wordings are suggested conversation starters and can be delivered in an informal way or translated as needed. The intention is for participants to be able to choose which questions are of interest to explore together and to respond in their own way.
- Clients may feel there is a 'right' answer or have no answer or feel like they have to represent community. Encourage storytelling and examples from personal experience. This is the heart of what we are seeking to hear.
- In some cases, alternative wording for questions has been provided. This is in light of the fact that many of these conversations will occur in different languages, and the intention is to provide greater sense of the meaning, or simpler words to enable interpretation. You may find asking both questions is useful, it is up to you.
- Be aware to questions which may be a trigger for your participants, keep the conversation safe
- Follow up questions are designed to deepen understanding and clarify meaning



## Client question set

Question	Purpose
<p><b>1.</b>  <b>To get us started, I'm curious to hear from everyone about one thing that has surprised or intrigued you about life in Australia?</b>            Or alternative question for easing in, welcoming your particular audience, helping them get to know each other briefly.</p>	<p>Begin with something light, focus on storytelling, might be entertaining responses or simple responses. Invite participants to share what they notice, and how they see things differently.</p>
<p><b>2.</b>  <b>Looking back across all your time in Australia, and all the supports you have had, what support has been most valuable/helpful to you?</b>            OR  <b>What were the three things that helped most?</b>  <b>Follow up: What made it so?</b>            Note: if they answer with listing formal services, encourage them to also think about ways they were informally supported</p>	<p>Understanding from participant perspective what supports occurred and why they were helpful/valuable. Understand the impact or outcomes of support, what is important from their perspective.</p>
<p><b>3.</b>  <b>Can you talk to us about the support you have received from your local community, be that of your own culture or the local surrounding community?</b>            OR  <b>What about support from your own cultural community?</b>  <b>Follow up: If supported, what impact do you think this support had? If not – how might your experience have been different if you had received support?</b></p>	<p>To hear about informal, local supports, that aren't official services for example a neighbour, or teacher or friend             To understand how local, informal support may be having different outcomes compared to formal services</p>
<p><b>4.</b>  <b>In what ways have you had to adjust yourself to access help?</b>            OR  <b>Have you needed to change your cultural way in order to access support?</b>  <b>In what ways?</b>  <b>Follow up: What are some of the things you have done for yourself that have been important?</b></p>	<p>Identify barriers that are less obvious, to pay attention to the effort or work clients are putting in before they access help</p>
<p><b>5.</b>  <b>Now that you have been in Australia for a while, what are the most important things to you and your family?</b>            OR  <b>What do you want for yourself in life here in Australia?</b>            OR  <b>What are your hopes/dreams for yourself and your family?</b>  <b>Follow up: How has this changed since your first months in Australia?</b></p>	<p>Appreciative question, positive, future focused and energizing. Acknowledge and value growth, change. Understand how needs and hopes vary depending on what is occurring in participant's life</p>



## Client question set continued

Question	Purpose
<p><b>6.</b>            Could you share with us what have been some of the challenges you have had to overcome? Is there a particular story you are able to share about a challenge?  <b>Follow up:</b> What enabled you to overcome? What support might help another person in a similar situation?</p>	<p>To hear about personal challenges, life events or challenges in the systems of support</p>
<p><b>7.</b>            What have been three difficult things that stopped you getting help?            OR            In what ways have you seen others struggle to get help? Or made accessing it complicated?</p>	<p>To hear from the client's perspective what the barriers are to accessing support. Note: if they answer with formal barriers, encourage them to also think about informal barriers, perhaps small things that create big hurdles.</p>
<p><b>8a.</b>            If you had a magic wand, what support would you want <u>others</u> to be able to have?  <b>Follow up:</b> What difference might this make for others?</p> <p><b>8b.</b>            If you had a magic wand <u>for yourself</u> and could go back in time, what support would <u>you have</u> wanted more of?  <b>Follow up:</b> What difference might this have made for you?</p>	<p>Identify what they would like more of, position them as experts and contributors. Understand what impact this is perceived to potentially have.</p>
<p><b>9.</b>            Based on all you have learned about life in Australia – If you could give three pieces of advice to someone just arriving, what would they be?  <b>Follow up:</b> How have you / would you like to support others?</p>	<p>Let participants be the experts, with knowledge and experience to share.            Give platform for their autonomy creativity, independence, celebrate achievements. To value their contributions to others.</p>

## Community/Allied question set

### Questions

**1.**

To get us started, I'm curious to hear from everyone, what is something that has energized you in your settlement work in the last month?

**2.**

To give some context for our conversation, can you talk to us a bit in general about the support you offer?

**Follow up:** how would you describe the impact of this support on clients? Are there examples or stories that stand out in your experience?

**3.**

Think of a time when your support has been at its best, really worked well and had positive outcomes for the clients. Can you tell us the story? What happened?

**Follow up:** What made it possible for this to occur?

**4.**

If you had a magic wand, what would you like to be able to offer more of?

OR

What are your hopes for the future of your service/offering/support?

**Follow up:** What difference might this make for others?

**5.**

What makes it hard for you to realise your hopes?

**6.**

What would need to change in order for you to achieve your hopes?

**7.**

Do you have some perspectives on the barriers or difficulties people have in accessing support?

OR

Do you have a story of a challenge you have seen a client overcome?

**Follow up:** What are some of the things you have seen clients do for themselves that have been important?

# Planning for a local conversation

## Step 1. Decide who you would like to invite

The reimagining settlement project is focussed on hearing from clients who access your service. We recommend you focus on one audience or client group per conversation, but we encourage you to host more than one. Hosting conversations with a range of clients will contribute to generating diverse useful data. For example, including clients from different backgrounds, length of time in Australia and visa class will highlight the strengths and challenges experienced by those seeking settlement support.

Who accesses your services for SETS and other support who may be willing to participate?

In addition, you may also like to meet with community groups or allied professionals such as an interagency you participate in or host. In some cases, you may choose to speak with a client one on one, though we are hoping this is mostly a group conversation experience.

## Step 2. Set expectations

Inviting people to participate will involve letting them know what to expect if they come along. This conversation will be slightly different to others they might have participated in, so it can be helpful to say what they are and are not.

### Conversations are:

- Ninety-minute to two-hour small group conversations that help us better understand clients experience of settlement. (approx. 6 participants)
- Focused on learning from participants. This is part of a broader collaborative project where we will be responding to what is heard through advocacy, improvements and strengthening understanding.
- Guided by a shared set of questions, so that our conversations are focused and insights can be shared, while also allowing flexibility for hosts and participants to speak openly and let the discussion flow

We can't promise this will change policy or funding, but we will attempt to respond locally and across the network.

### Conversations are not:

- An intake, assessment or formal research group
- About selling anything
- A complaint session
- Sponsored by a political party

### Step 3. Choose a conversation host

Each conversation will need a person to host. This person plays a key role in creating safety, trust and an atmosphere where people can share their stories. Being curious and welcoming will allow people to discover and learn from each other. Hosts and scribes will need to be able to speak the language of the invited participants.

#### An effective conversation host\*

- Able to speak the language of participants
- Remains neutral about the topic under discussion; is not seen as having his or her own agenda or siding with one person or group.
- Is aware of the question set and refers to these using conversational language, giving participants options in what they would like to talk about
- Explores ideas with people; displays a genuine sense of curiosity. Listens to people and builds trust.
- Ensures everyone has a voice and a diverse range of people speak, no one person dominates
- Helps people reconcile conflicting remarks in a non-confrontational manner.
- Encourages people to consider different perspectives, helping them to understand why others think in different ways.
- Has experience leading or facilitating group discussions.
- Stays focused on the purpose of the conversation — this is about learning, not promotion or fixing or advice giving
- Prepares for each conversation by reading the guide and going over notes from previous conversations.
- Hosts do not need to be experts on these issues. They are there to guide, not participate in, the conversations.

\*Adapted from Harwood Community Conversations Guide

### Step 4. Choose a scribe

The scribe will be responsible for taking notes to be shared across the network. This role is also significant as it requires the skill of listening and note taking simultaneously. This person will also be responsible for helping participants understand what information is being collected, and to ensure confidentiality is protected. Including their stories as part of the gathered material is always optional for participants. Scribes may choose to audio record the conversation for local reference only in finalising note taking. This recording may only be heard by the scribe and host to clarify note taking and then deleted.

#### An effective scribe

- Able to speak the language of participants
- Practices audio recording conversation before the event, to ensure sound levels, battery life and positioning are all correct
- Ensure the note taking guide and writing materials are ready
- Supports the facilitator in creating a welcoming and safe conversational environment
- Ensures they are familiar with the note taking and data sharing requirements for conversations
- Is able to listen and stay neutral, doesn't participate in the conversation unless needed and keep an eye on the time
- Takes effective notes of key material and submits this to the project team within 14 days of having the conversation
- Checks that all participants understand our approach to confidentiality before and after the conversation takes place

## Step 5. Register your conversation

So that we are aware of who is hosting and when, we are asking you to register online and share a few basic details, this will take less than 2 minutes.

**Please click on this link**

<https://newriver.typeform.com/to/WeDKRttk>

### You will be asked:

1. Your name
2. Your organisation or NSP partner name
3. Your email address
4. Conversation date
5. Audience/Group name: Just a few descriptive words e.g. “Sudanese mothers group”, or “Youth from Iran”
6. Is there anything else we should know about your conversation?
7. Is there anything you have any concerns about in hosting, or any questions?

## Step 6. Send invitations

Please use the Invitation template in the [Shared Resource folder](#)



## Step 7a. Setting up a physical meeting space

### Checklist

- Have the current COVID19 requirements been reviewed and followed?
- Is this a space that is familiar, and comfortable for your intended audience?
- Is the space accessible to public transport, has parking etc?
- Do any signs need to be printed to help people find the space?
- Are reception or welcoming staff aware of your conversation and know where to refer people to on arrival?
- Are there enough space/chairs for every person?
- Can a conversation be confidential? Are there any noises or potential distractions?
- Have you printed any templates you require? Are these in the correct language?
- If using the question cards so that your audience can select what they talk about, are these printed in correct language?
- Are any other resources you need ready? Tea, coffee, food, paper, pens?
- Does your scribe have their note taking template and audio recording setup?

## Step 7b. Setting up a digital meeting space

### Checklist

- Choose a platform that is familiar, and comfortable for you and your intended audience
  - Zoom\*
  - Gotowebinar\*
  - Facetime
  - Facebook group video
- Has your audience received the required links or invitations to access the meeting?
- Have you and your participants tested their technology ahead of the main session?
  - Device downloaded software
  - Internet connection speed
  - Headphones (makes audio much clearer and more private)
  - Microphone
  - Private, quiet space to be in
- Is your background/environment professional and quiet?
- Do your participants know how to reach you if they can't access the meeting on the day? (Email, text, whatsapp)
- If you sharing any slides or visual prompts, are these ready to use?
- At the start of the session, check everyone knows how to use key aspects of the platform
  - Mute/unmute audio
  - Mute/unmute video
  - Raise hand/ask question
  - Respond in typed chat

\*if you need access to an account please contact us

# Note taking and recording information

The purpose of reimagining settlement conversations is to gain greater insight into the experience of clients. We are looking to hear stories and understand themes and, in some instances, may create brief examples or case studies based on what is heard.

In each local conversation, enabling participants to safely and meaningfully contribute is the first priority, followed by taking notes that can be shared with the wider network.

Balancing the need for an enjoyable, client centred local conversation and referring back to the shared question set and shared purpose to guide and focus each group is part of the challenge for hosting teams.

This toolkit describes an approach to note taking and documentation that will enable material to be useful and relevant for Stage 2 where the network is gathering to reflect and learn.

## What information do we need to collect?

### Basic information

Conversation scribes, with the support of the host will take responsibility for recording information about each conversation and participant. A template (Conversation record) is provided in the resource section at the end of this toolkit and in the shared folder.

#### About each conversation you host

- How many attended?\*
- Where was it held?\*
- Which language was spoken?\*
- Did the group consent to sharing their information?\*

\*required

#### About each participant

- Age
- Length of time in Australia
- Location suburb
- Secondary movement
- Visa categories
- Family composition
- Gender (self-described)
- Country of origin
- Cultural background
- Language

**Note:** Basic information about participants is optional for each person to share, it will help in building case studies and reporting on the engagement with Stage 1, but is not required.



















8a

If you had a magic wand, what support would you want others to be able to have?

OR

If you could change the way people are supported when they come to Australia what would you do?

*(might note client priorities, aspirations, improvement ideas)*

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**Follow up:** What difference might this make for others?

*(might note the impact, or difference clients are hoping for, looking for more of)*

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8b

If you had a magic wand for yourself and could go back in time, what support would you have wanted more of?

OR

If you could change the way you were supported when you come to Australia what would you do?

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## Confidentiality

If people are going to share stories, and speak from an honest, real space they need to have confidence that it is safe and in their best interest to do so.

The approach to confidentiality in this project is as follows:

1. **Every participant can choose to share or not share, must not be coerced or disadvantaged for not participating**
2. **If a participant asks for an aspect of a conversation, or the whole conversation not to be recorded, the host must comply to this request**
3. **Confidentiality will be discussed at the start and end of each conversation**
4. **Group participants won't share information heard in this group in an identifiable way**
5. **Documented notes will not include names or other identifiable information.**

All recorded information **must be de-identified** before it is shared. This means removing any names, or other information that make it possible to identify participants.

# Conversation guide for host

The following conversation guide can be used to help shape your gathering. Conversation hosts can refer to these prompts if needed and are encouraged to have a natural conversation using their own approach. These prompts are provided for guidance and support.

## Introductions

Introduce yourself and thank the participants for coming along.

These conversations usually last between 90 minutes and two hours, though sometimes people want to talk more. Make an acknowledgement of country.

Example – *‘We acknowledge the traditional custodians of Australia’s land and waterways.*

*We pay our respects to elders, past, present and emerging, and commit ourselves to a future with reconciliation and renewal at its heart’.*

## Setting expectations

- Over the next few weeks, we will be holding conversations like this one with people across town to talk about their aspirations, their concerns and how we can move forward.
- This conversation is a chance for us to better understand your experience.
- We can’t promise to create a new program based on this conversation. We will promise to get back to you with what we learn and how we’ll use it.

## Informing participants: what will we do with the information?

- Information will be de-identified so that individuals can be contributing anonymously. Your contribution is confidential.
- Notes from each conversation will be shared with the project team, collated and used as the basis of resource creation and reflection at NSP networking and workshop events later in the year. In particular, the network will be seeking to use information to set advocacy priorities, identify improvement projects and create a map of settlement.
- Local NSP Partners may use information to improve their services

## Establishing ground rules\*

- **Listen:**  
We’ll listen with respect. If we disagree with something someone has said in conversation, we may respectfully say so and move on, or we may raise it with the table discussion lead.
- **Everyone:**  
We want everyone to have a voice. We want to encourage everyone and make sure we all have the opportunity to speak.
- **Respect:**  
We’ll speak with respect. We will always try to share our own opinions and stories with respect, and endeavour not to offend or upset others.
- **Stories:**  
We’ll share stories and personal anecdotes, not embark on political discussion.
- **No advice:**  
We’ll not give advice to others, unless they ask and if so, we will do it in our own time outside of our discussion.
- **Timing:**  
We got started at (time) and I think we’ll take a break around (time). The scribe and I will make sure we are finished by (time).
- **Ask:**  
Is this approach and timing OK for everyone today, anything to add?

\*adapted from SSI’s IWD Table leaders handout

## Explain your role as a conversation host

- My role is to ask questions that help us have a good conversation. I won't participate or offer my views – this is a conversation about what you think. To be sure I get what you're saying, I may ask follow-up questions or play "devil's advocate."
- To make sure we hear from everyone, I may ask you to hold off on comments at times.

## Identify the scribe

- We have someone (point them out) taking notes and recording the conversation.
- The recording will only be listened to by us if we miss anything and will be deleted. Notes will not include anyone's name. (check this is OK for all participants)
- If any aspect of today's conversation you would rather not be recorded, you can say so at any time.

## Opening the conversation

You are invited to open the conversation in a way that is welcoming and approachable for your audience. The goal is to help everyone settle in, get to know each other briefly and talk about an easier less personal topic to start with. The first question in the core question set is an example of what you might ask.

## Before finishing the conversation

- Anything else you would like to add? When we are reviewing our notes, what should we pay most attention to?  
OR  
Is there anything you have heard today that you would like to share has been important, or thank the person for?  
OR  
Is there something you have learned from today that you would like to share?
- Confidentiality: Are you still comfortable with sharing what has been said today, deidentified, with our wider listening project?
- Thanks again for being part of this, how would you like to hear from us in following up our response to what we have heard?  
OR  
How would you like to continue being involved as we reflect on and respond to what we've heard today?

## Debrief for conversation host and scribe

- What went well in the conversation?
- What was the experience like? What did you notice about participants, their responses, your own thoughts during the conversation?
- What were the main issues that came up in the discussions?
- Did any particular responses or themes feel especially important to you?
- Is there anything that you initially wonder about changing, adjusting locally based on what you heard? How might we share learnings/insights/ideas with other local colleagues?
- How might we involve participants in any response or next steps? Are there other clients, or community leaders we might involve?
- How and when will we summarise the notes and then share them with participants?

# Supporting material

## Responding locally (optional)

There is an opportunity for NSP partners, having hosted a conversation to decide to respond locally, in addition to the collective response process.

### You may like to:

1. Summarise and share the notes for the participants in each group, sending a thankyou for their contribution (this is highly recommended)
2. Invite participants to be involved in any next steps: was there any idea, change, or action that came out of the conversation for your local service?
3. What might others in your service like to know from this conversation, how might you as a team do some learning around these?
4. Support participants to follow up on their own ideas, or ways they can contribute to others

## What can we learn from Harwood community engagement method?

### Harwood method

- Focusing on the stories participants tell about their own experience, language they use, meanings they intend (pg. 9)
- Resources on invitations, hosting and facilitation of community conversations
- The value of Public Knowledge over Expert Knowledge (pg. 4)

Source: Community conversations handbook

## Appreciative inquiry

- **Principals:**  
Words create worlds,  
Inquiry creates change,  
We can choose what we study,  
Images inspire action,  
Positive questions lead to positive change
- **Define –**  
What is the topic of inquiry? – It is important to define the overall focus of the inquiry (what the system wants more of). Definition defines the project's purpose, content, and what needs to be achieved.
- **Discover –**  
Appreciating the best of 'what is' – Discovery is based on a dialogue, as a way of finding 'what works'
- **Dream –**  
Imagining 'what could be' – having discovered 'what is best'. They have the chance to project it into their wishes, hopes and aspirations for the future

Source: <https://appreciativeinquiry.champlain.edu/learn/appreciative-inquiry-introduction/5-d-cycle-appreciative-inquiry/>

Cooperrider, D.L., & Whitney, D. A Positive Revolution in Change: Appreciative Inquiry. Taos, NM: Corporation for Positive Change, 1999.

## Tips for tricky conversational moments\*

### If people need encouragement

- “Can you tell me a story about that?”
- “An example I can think of for myself is...”

### If people are veering off topic, or are moving away from storytelling

- “This has been a fantastic discussion; I wish we had more time to explore it but we need go back to the question”
- “Does anyone have a friend or family member who has had a different experience?”

### If people are taking up a lot of space, giving advice or being obstructive, we can say things like:

- “I hope we can find time to discuss that after but seeing as we have [xx] minutes left, we want to just focus on our own stories”
- “I understand that your issues/ideas may be very frustrating/exciting/difficult but we want to make sure we can hear from everyone today so we will have to move on”
- “There are so many issues, I wish we had time to talk about them all but for today, we only have [time] and we need to discuss our experience around ...”

\*Adapted from SSI’s IWD Table talks leader handout

## Tips for leading conversations\*

The following tips are from Harwood Community conversations guide

To get the most out of the conversation, you want to go beyond people's surface reactions. Here are several rules of thumb to use when leading these conversations:

- |   |  |
|---|--|
| <b>Take nothing at face value:</b>                | Notice the words and phrases people use. Probe by asking, "What do you mean?" and "What are you getting at?"   |
| <b>Listen for where people get stuck:</b>         | Watch for places where people need more facts or where a perception prevents them from saying more about a concern.                                    |
| <b>Engage people early on:</b>                    | Make sure everyone says something early on. Ask people what they think about what others are saying.   |
| <b>Ask people to square their contradictions:</b> | Illuminate what folks are struggling with. Ask, "I know this can be a really tough issue, but how do the two things you said fit together?"            |
| <b>Keep juxtaposing views and concerns:</b>       | Pointing out contrasts will help people articulate what they really believe and give you a deeper understanding of what they think.                    |
| <b>Help keep the conversation focused:</b>        | Help people stay focused. Remind participants what they are discussing. Don't let things get too far afield.   |
| <b>Piece together what people are saying:</b>     | Folks won't make one all-inclusive statement about what they think. Say, "This is what I'm hearing. Do I have it right?"                               |
| <b>Keep in mind the "unspoken" rules:</b>         | Different conversations and spaces have their own sets of "rules." Check the level of trust people have and what it means for how you should interact. |
| <b>Watch out for your own preconceived views:</b> | Everyone has biases that can filter our questions and interpretations. Be alert to them.   |





# Reimagining Settlement

## Contact

Questions or requests for further information  
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Conversation information and notes  
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