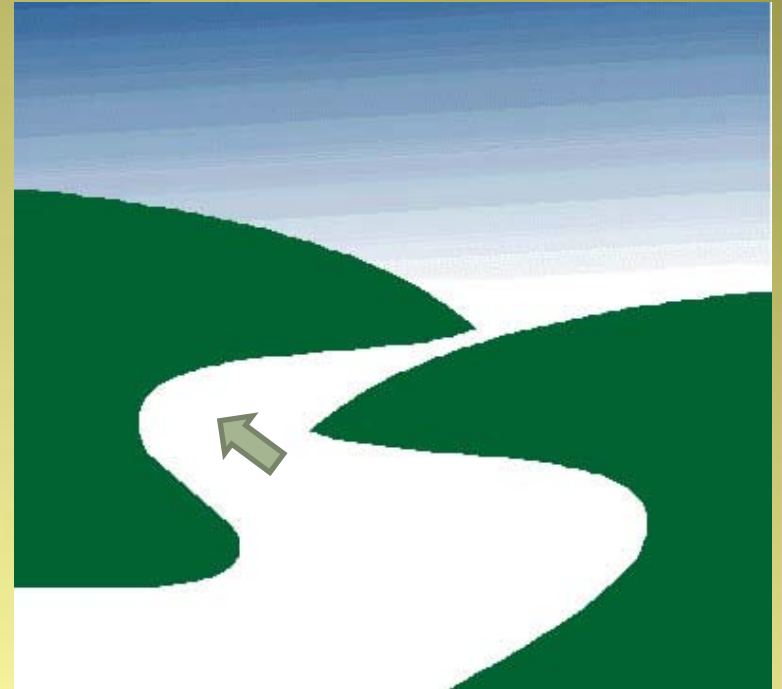


Bay Harbor CKD Site
Regional Stakeholder Group
Collaborative Dialogue Process

Melinda Holland, E² Inc
November 18, 2009

Collaboration is:

- To “co-labor” to effect systemic change towards a shared goal
- Benefits of collaborative dialogue
 - Greater impact as cohesive group
 - More rewarding & productive than conflict



Collaborative Dialogue Principles

- *Suspension:*
 - Putting all ideas, opinions etc. before the group without attachment
- *Speaking:*
 - Verbal exploration; voicing deeper feelings in a responsible manner
- *Listening:*
 - Truly hearing without judgment
- *Inquiry:*
 - Openness to explore topics, actions, positions that are 'suspended' before the group
- *Respect:*
 - Willingness to hear and understand the positions/needs of others, and assist with building options and agreement

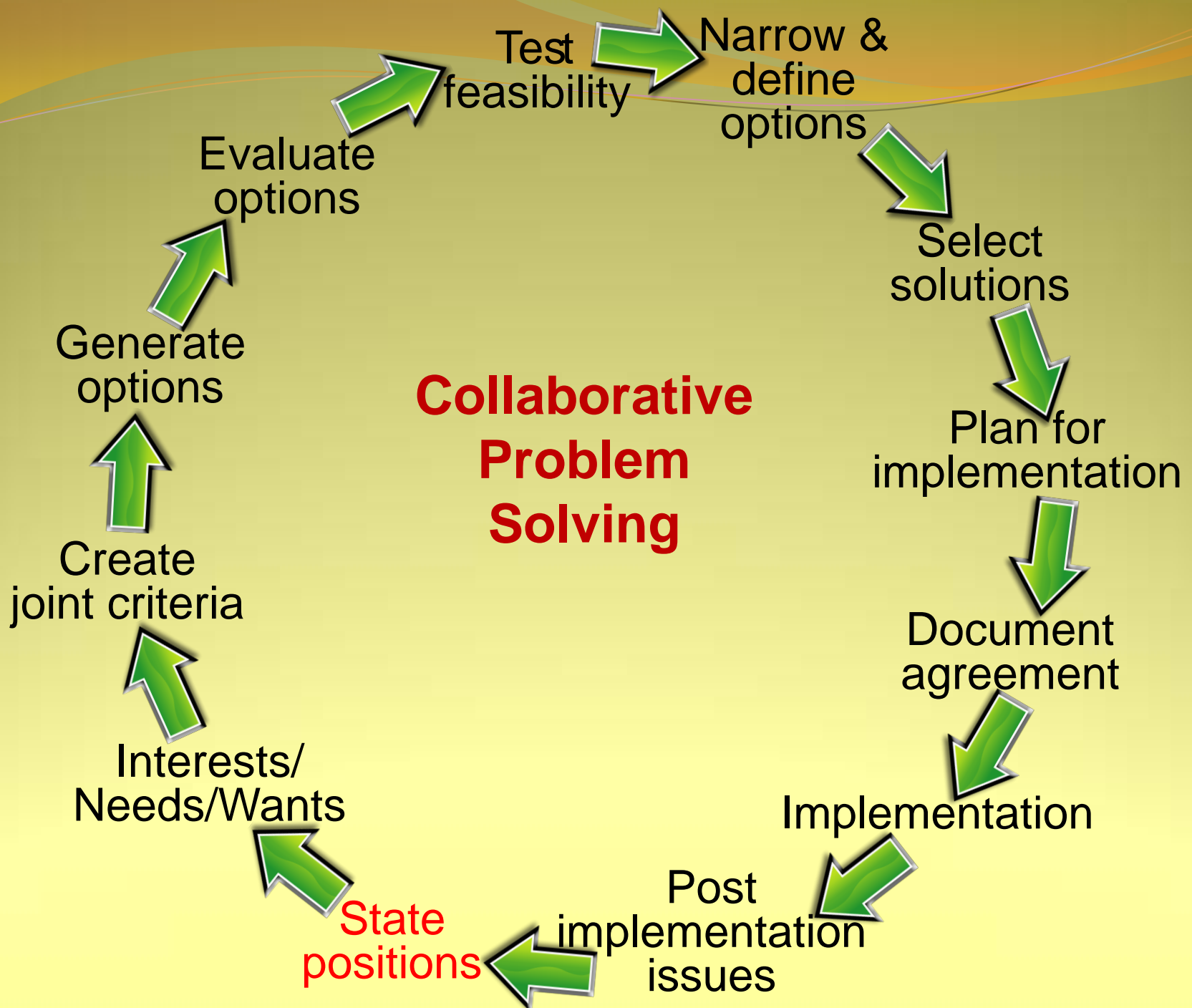
GROUPS

- Communications tend to be centered on individuals
- Individual positions are more important than a “team” opinion
- Defending one’s opinion/ position becomes an end unto itself
- Lack of cohesion, camaraderie, trust
- Get bogged down w/minor issues

COLLABORATIVE TEAMS

- Committed to open, honest communication
- Members state their opinions, thoughts, and feelings without fear
- Value differences of opinion; understand how to resolve conflict
- Honest and caring feedback allows members to be aware of their strengths and weaknesses
- Use facilitation as needed

Collaborative Problem Solving



Process

“hot car”

- timely transportation
- independence
- impress friends

- car
- style of own choosing

**Contribute
Wants**

**Unpack
Needs**

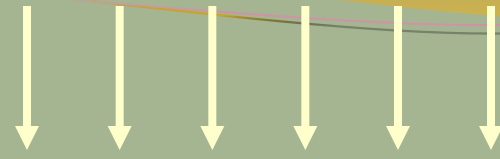
**Extract
Attributes**

**Create Joint
Selection Criteria**

“bus pass”

- affordable
- safe
- end to “chauffeuring”

- pass mechanical inspection
- within budget



Collaborative Dialogue

- Begins with a **shared topic** or focus
- Explores **underlying assumptions**
- **Defers** immediate **decisions** or choices
- Promotes listening for **deeper understanding**
- Enables insights and **new thinking** emerges
- Creates **options** rather than “**the answer**”
- Helps in exploring **complex** and **contentious** issues