

Under the Hood of the Fundamentals of Dialogue Mapping Workshop

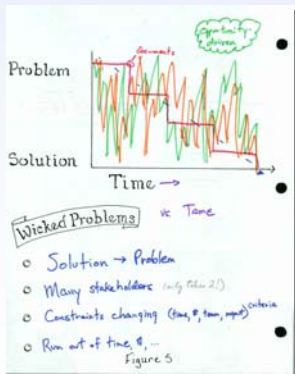
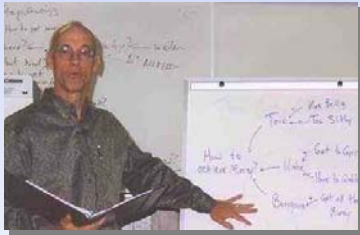
Workshop
Outcomes

Workshop
Style

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Workshops

Practice

Theory



Day 1

Introduction

Framework of the Course
Wicked Problems
The Age of Design
Fundamentals of IBIS

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Types of Questions

First Round Robin Exercise

Repair Exercises (homework)

Day 2

Homework Review

Three Modes of Discourse

"Twelve Angry Men" Practice Exercise

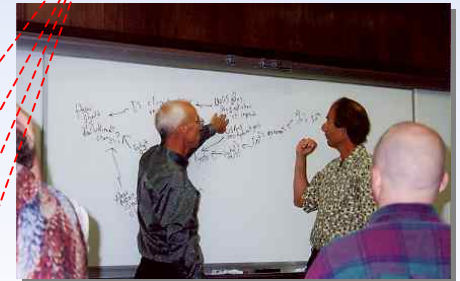
Second Round Robin Exercise

QuestMap Demo & Practice

Decision Making

Third Round Robin Exercise

Completion



Workshop Outcomes

Purpose:

To learn the fundamental skills of facilitating groups with an issue-based shared display

- Students learn a language and notation for analyzing complex issues and difficult conversations.
- Students learn a practical facilitation approach. Special social skills or talents are not needed to master this approach.
- Students gain confidence in communicating with groups.
- Students work together on substantive issues in the group or organization – real work gets done and real decisions get made.
- Students practice communicating about difficult topics, and gain trust for each other.

Workshop Style

- Very interactive – questions are encouraged, new topics are explored together.
- Designed for all learning styles.
- Modules alternate between theory and practice – theory is always immediately applied in practice.
- Fun – there is a sense of play; music during breaks.
- Colorful – all theory material is created live on hand-drawn charts which are posted on the walls.
- Practical – instructor uses personal experience as practitioner to illustrate points and answer questions.
- Popular – graduates rate this workshop 9.2 out of 10, and rate the instructor even higher.

Framework of the Course

Activities

- Define collaborative display system
- Describe the 3 elements of collaborative display systems
- Do Tic-Tac-Toe Short Term Memory demonstration exercise
- Illustrate how a collaborative display system works

Learning objectives

- Understand the power and purpose of shared/collaborative display
- Appreciate why meetings are so filled with repetition
- Be able to set up rooms with effective shared displays

Wicked Problems

Activities

- Tell the story of the elevator design experiment
- Illustrate the elements of wicked problems
- Show how linear approaches fail to allow for creativity and learning

Learning objectives

- Gain the distinction of “wicked” problems
- Understand the source of chronic “organizational pain”
- Appreciate the need for emergent and dialog-based methods

The Age of Design

Activities

- Tell the story of the epochal shift from the “Age of Science” to the “Age of Design”

Learning objectives

- Gain the distinction of “wicked” problems
- Understand the source of chronic “organizational pain”
- Appreciate the need for emergent and dialog-based methods

Fundamentals of IBIS

Activities

- Explain the basic elements of the IBIS grammar
- Illustrate with an example
- Review showing the links with a new example

Learning objectives

- Understand the IBIS grammar
- Understand how conversational moves are expressed in IBIS
- Understand some of the pitfalls

Written Exercises

Activities

- Students translate transcripts of conversations into IBIS structure
- Each exercise is more tricky and realistic, in turn
- Hardest exercise is left for homework

Learning objectives

- Be able to detect questions, ideas, and arguments in written text and cast them into IBIS
- Gain facility with written IBIS notation

The Listening Cycle

Activities

- Illustrate the Listen-Guess-Write-Validate cycle
- Give examples of guessing and validation
- Encourage students to write their guesses down

Learning objectives

- Understand how to keep the map growing by trusting your interpretation of what the speaker is saying and writing it down
- Understand how to validate what has been written

Paired Facilitation Exercise

Activities

- Students pair up, one plays Facilitator, the other Client
- As the Client describes a problem, the client maps it in IBIS
- Afterwards, the whole group shares questions and learnings, and then the partners switch roles

Learning objectives

- Practice the Listening Cycle
- Gain confidence and facility in guessing, writing and validating
- Gain confidence and facility at writing on a “shared display”

Types of Questions

Activities

- Present the 5 types of questions with examples
- Show how they connect in the “universal map”

Learning objectives

- Familiarity with the question types
- Understand how knowing the question types helps you hear “hidden questions” in a conversation
- Know the universal root question

Round Robin Exercises

Activities

- Group gathers around a whiteboard
- Each person dialog maps the group's conversation for 10 minutes
- At end of turn, each reports on experience and what they learned

Learning objectives

- This exercise brings it all together
- Facility with the dialog mapping process
- Know how to work with a group and a dialog map
- Visceral understanding of the dynamics
- Understanding of the practical issues, including timing, stance, relationship to leadership, planning, etc.

Repair Exercises

Activities

- Homework
- A set of 4 IBIS maps that have “mistakes” in them
- Assignment is to repair the mistakes

Learning objectives

- Recognize some of the common IBIS errors
- Know how to fix these errors

Homework Review

(beginning of Day 2)

Activities

- Review “Scattered Meeting” and Repair exercises
- Map parts of Scattered meeting solution together

Learning objectives

- Validate learning so far
- Catch any misunderstandings

Three Modes of Discourse

Activities

- Present Case-making for and against and “Best Question” moves
- Show the normal negative view of these
- Show the energetic contribution each makes
- Show how to map them

Learning objectives

- Understand there are no “bad participants” in meetings, only better or worse containers for difficult discussions
- Know how to map the 3 modes, especially understand the Left-hand move

"Twelve Angry Men" Practice Exercise

Activities

- Watch segment of "Twelve Angry Men" movie together
- Each person maps on their own paper
- Instructor maps on flip chart
- Stop film after each move to debrief

Learning objectives

- Practice listening and writing fast
- Understand how to use Pros and Cons to capture case making
- Understand the "Really?" move for challenging arguments

Compendium Demo & Practice

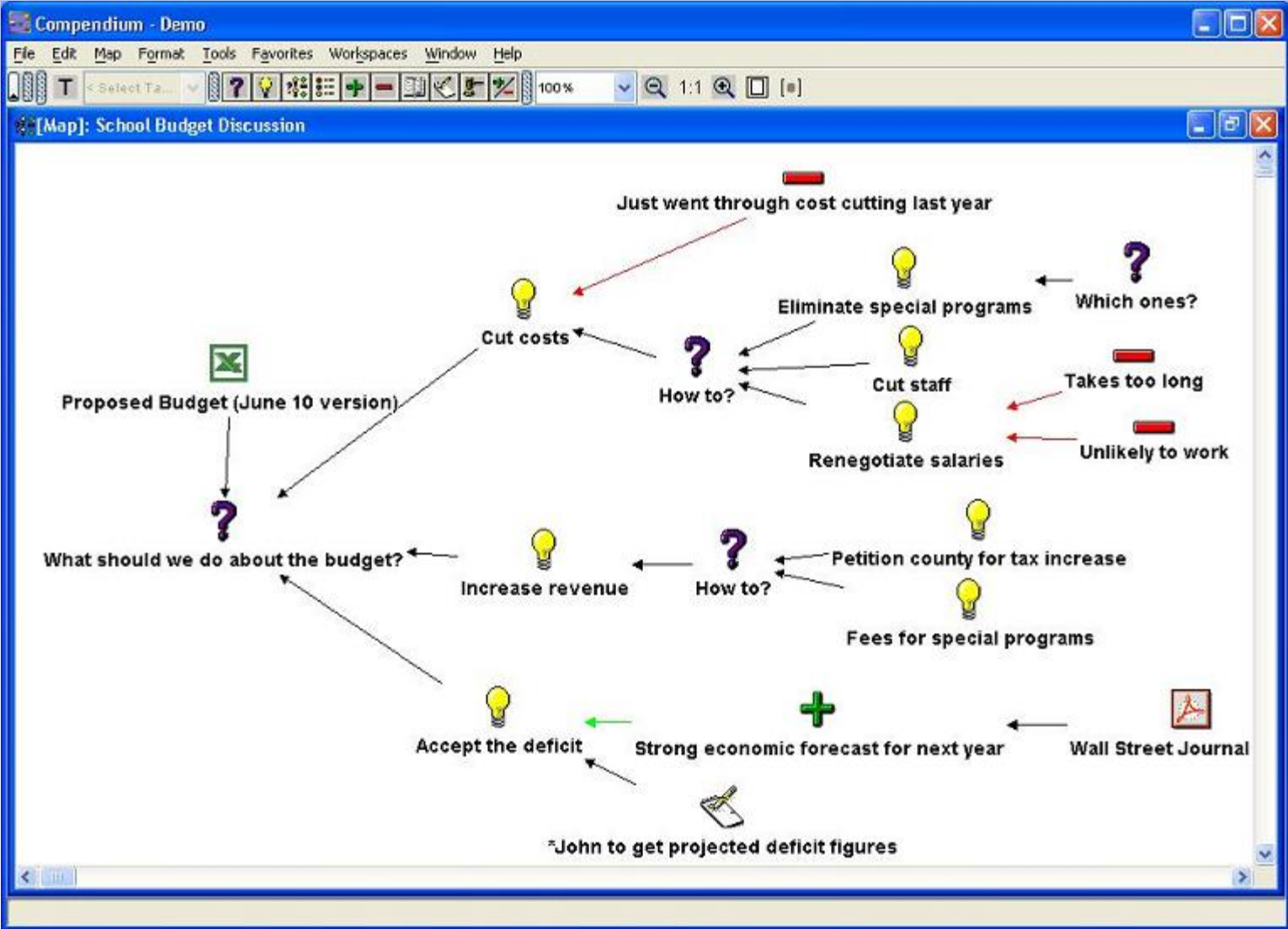
Activities

- Each person (or pair) has a computer with Compendium software
- Demonstrate the key features: node and link creation and editing, scrolling, printing, sub-maps, etc.
- Participants follow on their computers

Learning objectives

- Know the basics of operating the software
- Be aware of advanced features
- Understand the pros and cons of Compendium versus whiteboard as mapping medium

Compendium Screenshot



Decision Making

Activities

- Present the divergence-convergence diamond
- Review the steps for decision making in Dialog Mapping

Learning objectives

- Understand the distinction between unanimous vote and consensus
- Understand how to use endorsements
- Know the notation for decisions and rationale
- Be familiar with the steps of creating a mature dialog map

Internal (Corporate) Workshops

- Manuals, Compendium software, and other training materials included.
- Taught by Dr. Jeff Conklin, the developer of Dialogue Mapping and QuestMap.
- Can be customized for specific group or organizational objectives.
- Cost is approximately \$8,000, plus travel expenses, or can be done at per-student pricing.
- For more information:
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