

Discovery: We help each other to identify and solve problems.

Learning Conversations

Based on Roger Schwarz's The Skilled Facilitator

Tips for Speaking: Explain your point of view and when you're finished, invite the other person to ask questions about what you've said.

5. Be mindful to distinguish between facts and your interpretation of those facts.
Facts: observable data
Interpretation of facts: your inferences and assumptions about what that observable data means to you.
6. Share all relevant information
Relevant: anything pertinent, which has a bearing on the mutual search for understanding.
Information: facts, thoughts, feelings, conclusions
7. Use specific examples and agree upon what important words mean
Examples: name specific people, places, things, events, actions, decisions
Important Words: 'fair', 'on time', 'effective', 'trustworthy'
8. Explain your reasoning and intent.
Reasoning: the logical process you used to make a comment, ask a question, make a decision, or take an action
Intent: your purpose in making the comment, asking the question, making the decision, or taking the action.
9. Identify points of agreement, if possible.
"I agree that..." "You are right that..." "I can see what you say about..."
10. If there's a problem to be solved, separate 'the people' from 'the problem' Forget blame ("you" language) since blaming doesn't solve problems. Use "I" language. ("I need...I prefer...")
11. ***Be attentive to the other person's need to feel respected.***



Discovery: We embrace creativity and seek new knowledge.

Discovery: We encourage learning, creativity and new ideas.

Discovery: We seek personal growth and enable others to do so.