

# FACILITATED DIALOGUE



## Phase I: One-on-One Meetings



**Facilitators meet with individuals one-on-one to give each person an opportunity to share their perspective in a safe environment. Facilitators listen carefully, ask questions, and look for themes to be addressed during the group dialogue.**



## Phase II: Dialogue Preparation



**Small Group Meeting(s):** Based on individual meetings, it may be necessary to convene small group meetings to discuss specific issues that need to be addressed before attempting to meet as a larger group. Situations may require two, three, or even more small group meetings, or may require none.



**Coaching:** Conducting individual meetings and conflict resolution coaching prior to a facilitated dialogue session can offer valuable preparation and support for participants. Coaches work with individuals to identify their communication strengths and areas for growth, offering personalized feedback and techniques to foster better understanding and collaboration.

**Through one-on-one coaching, individuals can develop self-awareness, gain insight into their communication styles and conflict patterns, and learn effective strategies for managing conflicts constructively.**



By addressing individual challenges and building strong communication skills, participants are equipped with the tools and confidence needed to contribute effectively to the larger group facilitated dialogue session.



**Agenda Development:** Based on the individual and small group meetings, the facilitators develop a draft agenda for the whole group dialogue session. The agenda includes the issues to be discussed by the group and a description of the final objective of the facilitated dialogue session. The facilitators typically share this draft agenda with the participants and ask for feedback, either prior to or at the outset of the group dialogue.

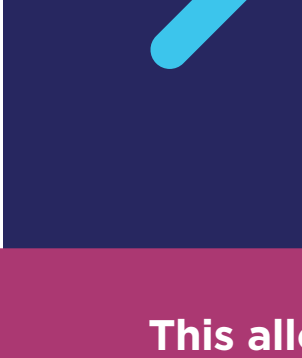
## Phase III: Whole-Group Dialogue



**Facilitators convene and facilitate a meeting of the entire group or a cross-section of the stakeholder groups if there are many people participating.** Group agreements will be created to encourage a positive environment for participants to share their experiences, discuss challenges, and work toward the stated objective. When the facilitated dialogue session ends, facilitators will help the participants document any final agreements, decisions reached, or other results from the session.



## Phase IV: Training



**The National Conflict Resolution Center (NCRC) recommends and provides interactive team trainings focused on communication, conflict resolution, and group dynamics.** Training reinforces the skills and insights gained during the facilitated dialogue process by offering structured, focused training specifically tailored to the team's needs.

**This allows team members to further develop their communication abilities, learn practical conflict resolution techniques, and strengthen their collaborative, problem-solving skills.**

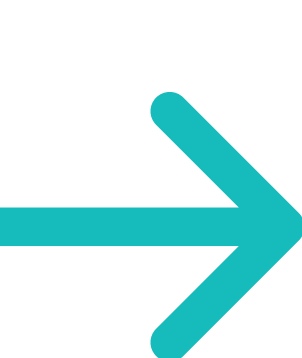


Additionally, the training serves as a bridge between facilitated dialogue and the team's future interactions, equipping them with the tools to navigate future conflicts more effectively, and maintain open lines of communication. By investing in additional training, teams can solidify the positive outcomes achieved through the facilitated dialogue process and foster a culture of constructive communication and collaboration moving forward.

# RESTORATIVE CIRCLES

**The essence of restorative circles is connection: building, maintaining, and repairing relationships. Restorative circles encourage community and a sense of individual and shared responsibility through relationship building.**

**NCRC can offer clients three different types of circles, depending on their needs:**



**Community Building Circles:** Proactive circles where participants are invited to respond to open-ended questions related to community/relationship building, trust building, ongoing support, or celebration.

- The format typically includes:**
- Discussing circle agreements.
  - Using a talking piece.
  - Responding to a check-in question (s) and a check-out question/closing.

Community building circles are usually best applied to groups who want to get to know each other on a deeper level, groups who may have been feeling disconnected, or need relationship-building support. These types of circles can also be helpful for groups who would like to collectively explore and reflect on a particular topic.



**Concern/Climate Circles:** Concern circles are best utilized with groups who collectively want to explore an issue that is of shared concern (e.g., some team members have been feeling disrespected, or the climate is one of general hostility, exclusion, etc.). Climate circles can also act as support groups to process a challenging event or an anticipated change like a lack of safety, changes in leadership, or specific incidents that caused harm.



**Harm/Conflict Circles:** Harm circles are used to help bring harmed individuals together to try and repair relationships after the conflict/harm has taken place. The circle may include those involved directly and indirectly, and individuals who serve as support. After preparing individuals involved (using restorative dialogue and inviting people to voluntarily participate in circles), harm/conflict circles use circle agreements to discuss, understand, and repair harm. The facilitator uses a scripted restorative process to discuss harms, impacts, and what is needed to move forward. Participants draft agreements to heal the harm and the circle keeper helps to develop a supportive plan for follow up.

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