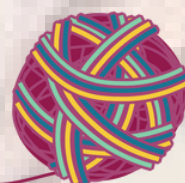


# Welcome

**Honest Conversations –  
The How of the Challenging Topics You’ve  
Always Wanted to Talk About**

**cdli** community  
development  
learning  
initiative



**Lee-Ann Baines  
Denyelle Fraser**

# Creating an Ethical Space



- We **welcome and respect** everyone
- We assume that everyone has **good intentions**
- We all have **capacities**, we are all learning together
- We **appreciate diversity**, value and respect everyone's voice
- We treat and care for **everyone equitably**
- We recognize that we have all been socialized in a world full of institutionalized **power imbalances and "isms"**
- We value confidentiality
- We are open to discussion to ensure a **safer learning environment**
- We embody and practice **justice, liberation, and peace** in our engagements with one another (BLM)
- Honour the **voices of people with lived experiences**

*Based on the teachings of Dr. Willie Ermine, this articulation of ethical space was created by the Alberta Assembly of Social Workers, CDLI, and Women's Centre of Calgary in 2020, and updated by the Fall 2021 SiCA learners.*



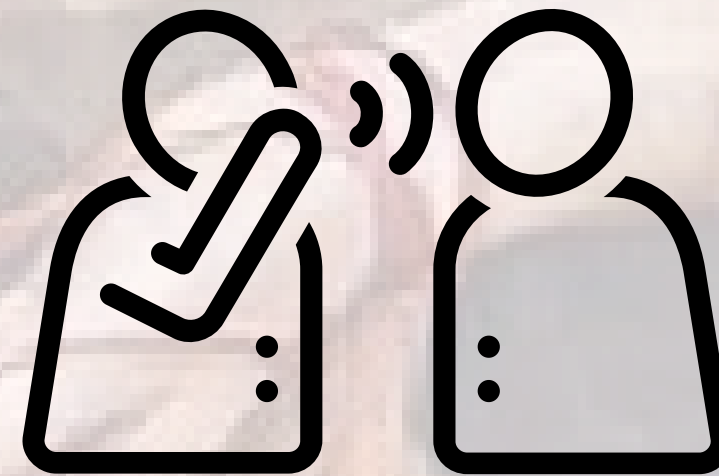


# Tools for Communication

**Best for One to One Communication:**

**OFNR - Observe, Feel, Need, Request**

developed by Marshall B Rosenberg, PhD  
as a tool for non-violent communication  
also known as compassionate communication



**Good for One to One or Group Communication:  
Generative Conversation**

developed from Otto Scharmer's Generative  
Dialogue Framework  
as a tool for thinking through complex things  
together





Using either the example in the quote or one you can think of from your recent interactions with people:

- 1) How will you invite the person into the conversation?
- 2) Write out the concrete actions you observed.
- 3) Write out how you feel in relation to what you observed.
- 4) Write out the needs you have that have created the feeling.
- 5) Write out a concrete action you require in order to enrich your life.

## NVC Process

The concrete actions we *observe* that affect our well-being

How we *feel* in relation to what we observe

The *needs*, values, desires, etc. that create our feelings

The concrete actions we *request* in order to enrich our lives

Pg. 7 Nonviolent Communication  
A Language of Life  
by Marshall B Rosenberg



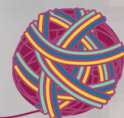


# Shareback



**What felt natural and straightforward about this process?**

**What felt most challenging about this process?**



# Generative Conversations

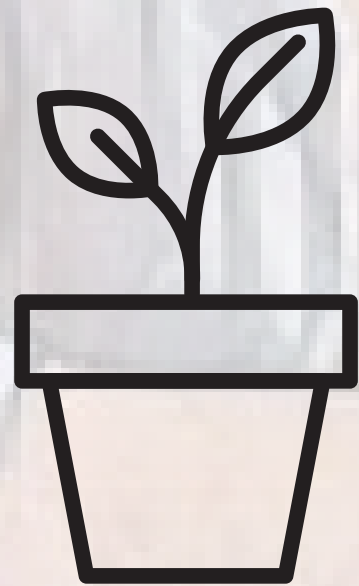
**Provide the opportunity for something new to emerge that wouldn't exist if done so in isolation.**

**Generative Conversations are about:**

**discovery**

**shared questioning and learning**

**finding new solutions**



**and they require that all parties come in with an open mind where they are willing to de-center themselves and practice deep empathetic listening.**

**How do we create the conditions for generative conversations?**



# Creating the Conditions

- Ethical spaces agreements
- Intentionality of the conversation
- Clear communication about the plan and how people can inform the plan for the conversation or not
- Create a facilitation plan that keeps you on track but has room for good conversation to keep going
- Assign roles to people so that the facilitator can be fully engaged
- Think about and assign people to take care of anything that might make people feel cared for in the conversation (CDLI conversation checklist)

- Find your allies - not necessarily those who agree with your opinion
- Be clear about the scope of the conversation, if implementing solutions isn't part of the conversation don't say it is
- Acknowledge power in the room
- So many more possibilities based on the topic!

Most importantly make sure the facilitator and hosts are comfortable with the four step generative conversation process:

Connect, Explore, Learn, Plan  
in a cycle on repeat if needed





# Open Space Practice

## For OFNR / Nonviolent Communication

- 1) chat through the specific scenario (5 minutes)
- 2) plan the conversation - how would you invite them, where would you meet, what time within a relationship would do this, who all would be there, etc. (5 minutes)
- 3) role play the conversation (5 minutes)
- 4) debrief with each other (5 minutes)

## For Generative Conversation

- 1) chat through the specific scenario (5 minutes)
- 2) how would the stage be set for the generative conversation (5 minutes)
- 3) role play the conversation or create a facilitation plan - how would the conversation flow (5 minutes)
- 4) debrief with each other (5 minutes)





# Keep In Touch with CDLI

Download the full Success in Community Action  
Community Toolkit at:  
<https://www.calgarycdli.com/blog>

Follow us on Instagram @cdlicalgary

While you are at the website join the general email list  
for all upcoming gatherings and resources!

Join us on May 30th for  
Resources for Empowerment for  
Grassroots Organizations  
on Zoom

(find details in the Community Calendar on our website)

Join us on June 12th for  
Mini Summit - our local Community Development half  
day conference  
on Zoom or In Person

(find details in the Community Calendar on our website)

# Let Us Know

**1) What will you take from this session to support your work in community?**

**2) Did this session support you to build confidence in both communication skills and IDEA concepts? (1=no, 5=somewhat, 10=yes)**

**1      2      3      4      5      6      7      8      9      10**





# Nonviolent Communication

**“Long before I reached adulthood, I learned to communicate in an impersonal way that did not require me to reveal what was going on inside myself. When I encountered people or behaviors I either didn’t like or didn’t understand, I would react in terms of their wrongness. If my teachers assigned a task I didn’t want to do, they were “mean” or “unreasonable”... (more examples)**

**When we speak this language, we think and communicate in terms of what’s wrong with others for behaving in certain ways or, occasionally, what’s wrong with ourselves for not understanding or responding as we would like. Our attention is focused on classifying, analyzing, and determining levels of wrongness rather than on what we and others need and are not getting.**

**...**

**when we express our values and needs in this form, we increase defensiveness and resistance among the very people whose behaviors are of concern to us.”**