



CivilSay Guide

(Topic)

(My Name)

Dear Community Member,

Thank you for participating in the Central Oregon CivilSay conversations. Your presence indicates civil conversation is possible between people with different points of view. By holding to the structure and ground rules for the conversations, you will create a safe environment for people to discuss various views and learn from each other. The view document you will help to create may inform how our community leaders and elected officials think about this issue.

Thank you again for participating and enjoy the conversations!

The Central Oregon CivilSay Advisory Committee

Robyn Sharp, Executive Director, City Club of Central Oregon

Chris Telfer, Oregon State Senator

Natalie Dollar, PhD, Oregon State University

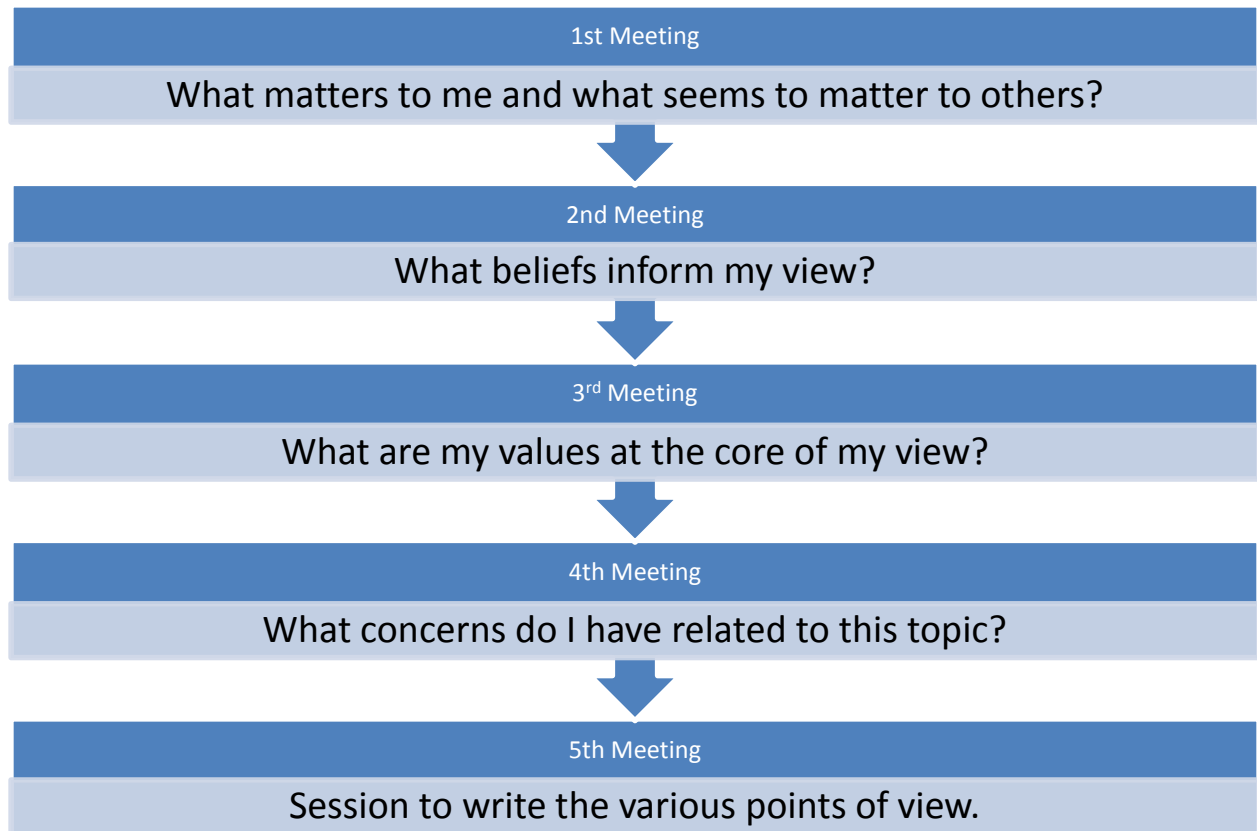
Jamie Christman, BendBroadband, Talk of the Town

Greg Ranstrom, Principal, Outside Insights

This guide is a work in progress. Please send suggestions for improvement to greg@outsideinsights.com. If you need any help or have any questions, don't hesitate to call Greg Ranstrom (541-383-2090) or Natalie Dollar (541-322-3140).

This guide provides a structure for five CivilSay™ conversations. As a participant in this process you will be exposed to various points of view relating to this issue and craft an online resource for others in the community to become aware of the breadth of views related to this issue. You will also experience getting to know people in your community who see things somewhat differently than you do.

These five conversations should be conducted with groups of 3-12 people. The five conversations should be scheduled as frequently as once per week or spread out as much as every three weeks. It is up to each group to define its schedule.



No one person leads or facilitates CivilSay™ conversations. Everybody is equally responsible for keeping to the structure and ground rules of the conversation. It is important to follow the ground rules and the structure of the conversations. Because there are no conversation leaders or facilitators, the group must rely on the structure to insure all voices are heard and considered.

Introduction

The purpose of a CivilSay™ conversation is to take the time to understand what has led to disparate views regarding a particular issue and to help others understand your own point of view. The intent is not to agree with (or correct) others' views and not to search for a solution; it is simply to understand what has gone into the formation of a particular point of view.

CivilSay™ conversations are a vital first step to helping communities deal with potentially divisive issues. Unless everyone is aware of the different views on an issue, attempts to advocate, collaborate on, or legislate a solution can be expected to fail. Communities in which citizens have respectfully considered the wide range of viewpoints on a particular issue are better able to resolve it in a positive and productive manner.

CivilSay™ makes room for all voices—even those that may seem to be beyond reason or not grounded in reality. Take for example the view, “Cell phone towers are used by aliens to control earthlings.” While this view may be considered outlandish to most people, CivilSay™ believes every citizen has a right to be heard and understood. Too often we dismiss such views and the people who hold them. We may smirk, roll our eyes, be impatient or angry, etc. and nobody is better for the interaction. CivilSay™ suggests that even the outlandish view deserves civil consideration. A few thoughtful questions will let the person know you are aware of their concerns about cell towers and aliens without necessarily agreeing with them. But you will have demonstrated respect and civility to another human being. And in the process you may even discover things that you both care about.

While this example may seem bizarre, consider how many people have views differing from your own. Some may seem utterly outlandish to you. CivilSay™ offers a process to respectfully recognize every viewpoint in order to provide a foundation for exploring solutions to community issues.

The CivilSay™ process does not rely on expert presentations. Expertise is very useful to civic conversations, but every expert also holds a particular point of view. Most citizens understand this. There is never one expert whom everybody recognizes as a credible source of information. CivilSay™ conversations are designed to illuminate the various points of view on a topic. These can include views from people who have studied the topic more than others, but CivilSay™ protects the right of every person to have an equal voice for his or her point of view—however that point of view is formed.

CivilSay™ creates an opportunity to understand the different hopes, cares, values, beliefs, concerns, circumstances, experiences, and information sources from which citizens form their views. By making this information accessible to everybody, community members will be better informed about how their fellow citizens think about particular topics and will be able to engage others in thoughtful conversations, and community leaders will be able to gauge citizens' opinions on the issue. CivilSay™ believes politicians, policy makers, advocates, and other community leaders will be very interested in understanding how the community thinks and what has informed the various views in the community. This will allow civic leaders to design acceptable, workable approaches to community problems.

Are you simply curious about a current topic? Are you interested in finding new ways to collaborate with people who don't agree with you? Do you wish to become a more effective advocate for a particular position? In every case, understanding others is a vital first step in the process.

Understanding Different Views

CivilSay™ focuses entirely on understanding different points of view. Generally, people form views based upon

- Hopes and cares
- Beliefs
- Values
- Concerns

CivilSay™ conversations are not designed to teach or convince; they are simply designed to find out what people already think and what informs their point of view.

Ground Rules

Participants agree to:

- follow the CivilSay™ meeting structures and ground rules
- allow equal time for individuals' voices to be heard
 - speak around the circle (anybody can start each round, the second person defines the direction of rotation and each person has an opportunity to speak or pass as their turn comes around.)
 - Two-minute limit—No individual speaks for more than two minutes at a time.
 - One speaker at a time
- balance question-asking with statement-making
- make no public judgments of people
- avoid seeking agreement on facts or opinions – simply seek to understand what facts or opinions guide each others' views.
- exercise equal responsibility for helping each other hold to the ground rules

CivilSay™ is an open and inclusive process. Citizens who enter the conversation late are welcomed. They should listen until every other person in the group has spoken before voicing a thought or question.

CivilSay™ Meeting Structure

Each meeting follows a similar structure: Times are approximate for an 8-person group. Plan on 60-90 minutes for an 8 person group.

- 0-5 3-5 minute reflection
- 5-20 Two-minute introduction and comment on reflection question
- 15-30 Question Rounds
- 30-45 Open Conversation
- 45-55 Final Round
- 55-60minutes Confirm logistics for next meeting

3-5 minute: Individual reflection and notes

Each session begins with people silently creating notes about the meeting's reflection question.

Two-minute introduction, agreement to the ground rules and a response to the reflection question.

After the 3-5 minute reflection, one person begins. For example, "My name is John and my response to the reflection question is..."

A person on either side of John speaks next and the two-minute check-in proceeds around the circle until everybody has spoken (or passed).

Question Rounds

Participants take turns around the circle asking questions of each other. The objective is to learn what others think and believe. Questioners should ask questions of people who have different views from their own. Questions are addressed to a particular person. The two-minute rule applies for both questions and answers (although most questions should take less than 30 seconds). Participants can also pass rather than answer a question. Passing is always OK for any reason. After each response, questioners continue in order around the circle.

Example question: "John, you said safety matters more than anything else when you think about this topic. Can you be more specific about situations that you think are unsafe?"

Open conversation

Open conversation about the variety of perspectives. Which are similar, which are different? Create notes in the bottom portion of the worksheet.

Last thought, statement, or appreciation from each person.

Close and confirm date/time/place for next meeting.



CivilSay™ Meeting Notes

Public Forum: Importance to me. Why does this topic matter to me?

<p>Make some notes about why this topic matters to you. What are your hopes or cares related to this topic? Be as specific as possible.</p>	<p>Meeting Structure</p> <p>3-minute quiet reflection on the question</p> <p>--</p> <p>2-minute introduction and response to reflection question.</p> <p>--</p> <p>Question Round</p>
<p>Notes during introductions and question rounds</p>	<p>--</p> <p>Open Conversation and completion of section 3.</p> <p>--</p> <p>Final Round: Last thought, appreciation or comment from each person.</p> <p>--</p> <p>Confirm next meeting</p> <p>Ground Rules</p> <p>Follow the meeting structure</p> <p>Speak around the circle</p> <p>Two-minute limit</p>
<p>In this section, try to capture the essence of what matters to each participant.</p>	<p>One speaker at a time</p> <p>No public judgments of people</p> <p>Do not seek agreement</p> <p>Exercise equal responsibility for helping each other hold to the ground rules.</p>



CivilSay™ Meeting Notes

1st Meeting: What matters to me and what seems to matter to others?

<p>Make some notes about how this topic matters to others in the community that is very different than how it matters to you. Be as specific as possible.</p> <p>Example: "It seems like safety is really important to John while I care most about traffic flow."</p>	<p>Meeting Structure</p> <p>3-minute quiet reflection on the question</p> <p>--</p> <p>2-minute introduction and response to reflection question.</p> <p>--</p> <p>Question Round</p> <p>--</p>
<p>Notes during introductions and question rounds</p>	<p>Open Conversation and completion of section 3.</p> <p>--</p> <p>Final Round: Last thought, appreciation or comment from each person.</p> <p>--</p> <p>Confirm next meeting</p> <p>Ground Rules</p> <p>Follow the meeting structure</p> <p>Speak around the circle</p> <p>Two-minute limit</p>
<p>In this section, list the things that matter most to each participant and also the things that matter most to others in the community not represented in this group.</p>	<p>One speaker at a time</p> <p>No public judgments of people</p> <p>Do not seek agreement</p> <p>Exercise equal responsibility for helping each other hold to the ground rules.</p>



CivilSay™ Meeting Notes

2nd Meeting: Beliefs. What do I assume to be true?

<p>Consider the sources of information, people you trust, circumstances and experiences that have influenced how you look at this topic and what you believe to be true.</p> <p>Beliefs are all your assumptions about what is true. They are how you see the world. They are informed by your entire life experience.</p>	<p>Meeting Structure</p> <p>3-minute quiet reflection on the question</p> <p>--</p> <p>2-minute introduction and response to reflection question.</p> <p>--</p> <p>Question Round</p>
<p>Notes during introductions and question rounds</p>	<p>--</p> <p>Open Conversation and completion of section 3.</p> <p>--</p> <p>Final Round: Last thought, appreciation or comment from each person.</p> <p>--</p> <p>Confirm next meeting</p>
<p>In this section, try to capture the beliefs important for each participant's point of view on the topic.</p>	<p>Ground Rules</p> <p>Follow the meeting structure</p> <p>Speak around the circle</p> <p>Two-minute limit</p> <p>One speaker at a time</p> <p>No public judgments of people</p> <p>Do not seek agreement</p> <p>Exercise equal responsibility for helping each other hold to the ground rules.</p>



CivilSay™ Meeting Notes

3rd Meeting: Values. What values guide my views on this topic?

<p>Make some notes about values important to how you view this topic. Be as specific as possible.</p> <p>Values are your guideposts for making choices. For example, you might believe a pot is hot and you might choose not to touch it because you value health and safety.</p>	<p>Meeting Structure</p> <p>3-minute quiet reflection on the question</p> <p>--</p> <p>2-minute introduction and response to reflection question.</p> <p>--</p> <p>Question Round</p> <p>--</p> <p>Open Conversation and completion of section 3.</p> <p>--</p> <p>Final Round: Last thought, appreciation or comment from each person.</p> <p>--</p> <p>Confirm next meeting</p>
<p>Notes during introductions and question rounds</p>	<p>Ground Rules</p> <p>Follow the meeting structure</p> <p>Speak around the circle</p> <p>Two-minute limit</p> <p>One speaker at a time</p> <p>No public judgments of people</p> <p>Do not seek agreement</p> <p>Exercise equal responsibility for helping each other hold to the ground rules.</p>
<p>In this section, try to capture the values at the core of each participant's point of view on the topic..</p>	



CivilSay™ Views

5th Meeting: Creating the View Document

Congratulations! It is time to complete the CivilSay™ view worksheets. The following pages contain worksheets to create the various points of view that have been explored through your conversations.

Please remember no two people agree 100% on a particular point of view. Most people will find some agreement with two or three points of view. Your job as a group is to create just enough different points of view so that each person can see the elements of their personal view in one or more of the points of view that you define. For example somebody could see their personal beliefs in one view and their most important concerns in two other views. Don't spend too much time reducing the number of points of view. If somebody doesn't feel their view is captured, create an additional view.

At this point in the process the meeting structure can be shifted to accommodate the work of the group. Do not force the question rounds or speaking around the circle into the meeting, but do continue to ask questions, hear from one person at a time, and make sure that all people have equal voice in the process

Once you have outlined the various views explored in your group, please assign someone to fax or mail the documents using information on the last page of this workbook.

The CivilSay™ Advisory committee will gather all the views created by each group and for each topic. We will publish the view documents online. We will issue a community press release and announce the completed view documents to the CivilSay™ email mailing list.

Thank you again for your participation. Your view matters!



CivilSay™ Meeting Notes

5th Meeting: Creating the View document. What are the core elements of my view and others' views.

<p>Complete the Personal View Worksheet on the following page.</p>	<p>Meeting Structure</p>
<p>During two-minute reports, listen for the commonalities and the differences</p>	<p>Quiet reflection to complete the personal view worksheet. -- 2-minute reading of worksheet to the group. -- Open Conversation and completion of the of view documents. -- Final Round: Last thought, appreciation or comment from each person. -- Good Byes</p>
<p>Use the View worksheets that follow to create the final views document.</p>	<p>Ground Rules</p> <p>Follow the meeting structure</p> <p>Two-minute limit</p> <p>No public judgments of people</p> <p>One speaker at a time</p> <p>Do not seek agreement</p> <p>Exercise equal responsibility for helping each other hold to the ground rules.</p>



CivilSay™ Views

Personal View Worksheet

Personal View: List the key elements that form your point of view on this topic and write a few sentences that capture the essence of your view.

Personal View	
Hopes and cares (What matters to me?)	
Beliefs	
Values	
Concerns	
Write a few sentences that describes your personal view on this topic.	



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Alternative Views: List the key elements that form another point of view on this topic and write a few sentences that capture the essence of this view.

View	
Hopes and cares	
Beliefs	
Values	
Concerns	

Write a few sentences that describes your personal view on this topic.



CivilSay™ Views

Example View: Dog Parks

View	
Hopes and cares	Open, accessible and unrestricted for dogs and owners to recreate.
Beliefs	Most dogs are friendly. Dogs need a place to run to remain healthy Dogs account for very few negative/harmful encounters.
Values	Owners love their dogs. Dogs love to run, swim and play off-leash Owners value off-leash play with their dogs, Frisbee, fetch, etc.
Concerns	Spaces for off-leash dogs are very limited, restricted.. Dogs become unhealthy, unhappy because of lack of open areas to run.

Write a few sentences that describes your personal view on this topic.

Owners and their dogs need open, accessible, and unrestricted areas to recreate. Because dogs are generally friendly and account for very few negative encounters, we should create spaces that keep dogs and their owners happy and healthy. Without such places dogs and their owners are less able to live full and happy lives.

Note: Other views might highlight:

- Safe spaces for small children (free from dogs)
- Preservation of wild, natural areas (free from erosion and habitat disturbance)
- Cleanliness (free from dog droppings)
- etc.

Please fax or mail these final sheets to your CivilSay organizer and we will craft a point of view statement based on your conversation and those of other CivilSay™ groups providing similar work. The views will be posted online and announced via press release in your community. We will not post the names and contact information of the group members, but we do request those who are willing to complete the following section so that we can contact you if we have any questions as we are drafting the final version for the website.

Participants who believe their point of view is adequately captured in this document.

Name	Initials	Email	Phone
Name			
Name			
Name			
Name			
Name			
Name			
Name			
Name			
Name			
Name			



CivilSay™ Views

Cover Sheet

For

_____ (topic)

Sent by: _____

Email: _____

Phone: _____

Comments:

Fax to: 541-389-3301

Or

Mai to: City Club of Central Oregon
86 SW Century Drive PMB 359
Bend, OR 97702