



Affiliated Network for Social Accountability  
in East Asia and the Pacific

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# GWatch: Constructive Engagement Workshop

04-05 April 2011

Iloilo City



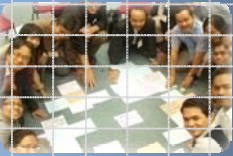
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# Introduction to Dialogue

## Learning objectives:

- Shared appreciation of dialogue in CE and SAc
- Shared appreciation of dialogue skills and strategies



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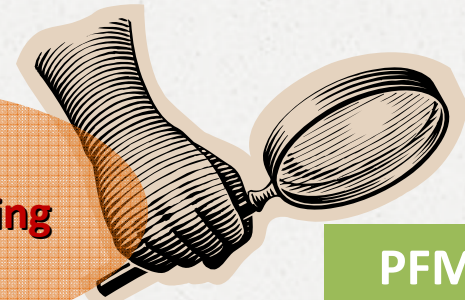
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## SOCIAL ACCOUNTABILITY



**Constructive  
engagement**

**Citizen monitoring**



**PFM**

Collaborative  
problem-solving

Continuing  
dialogue

Gathering  
information

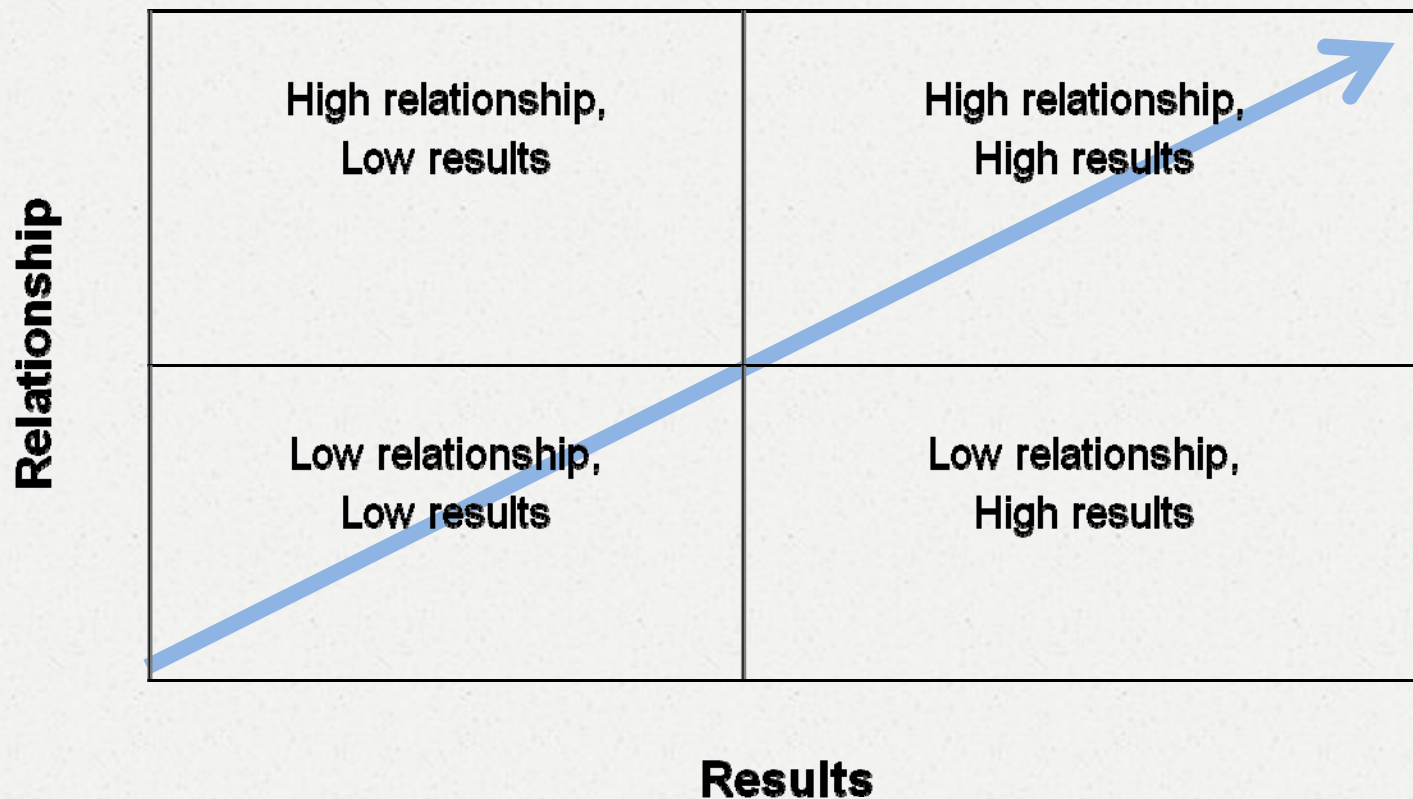
Analyzing and  
using information



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# Assessing our Engagement





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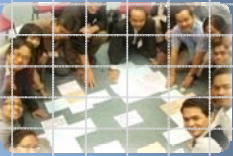
# Dialogue

*a process of “shared exploration  
towards greater understanding,  
connection, or possibility”*

*The Co-Intelligence Institute*

NOT advocating BUT **exploring**  
NOT arguing BUT **understanding**  
NOT blaming BUT **discovering**

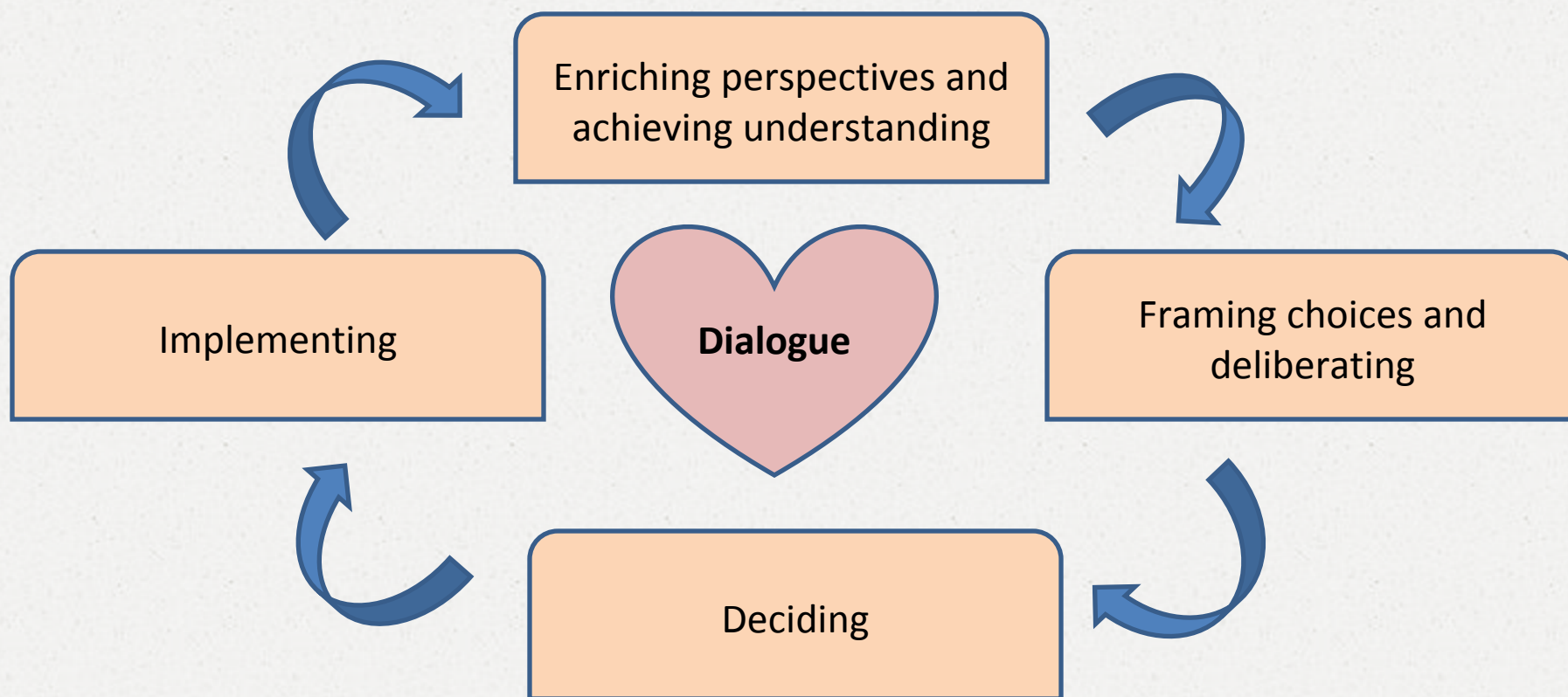




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# The Dialogue Journey





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## Some guidelines:

- We talk about what's really important to us
- We really listen and try to understand each other
- We say what's true for us and not make others wrong
- We can explore things and learn together
- We always make sure that everyone speaks





# Dialogue as Effective Communication

Communication is exchange of information,  
thoughts, ideas and emotions

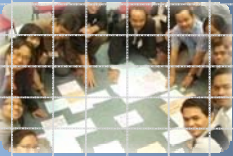
## MEANS

VERBAL

NON-  
VERBAL

## DIMENSIONS

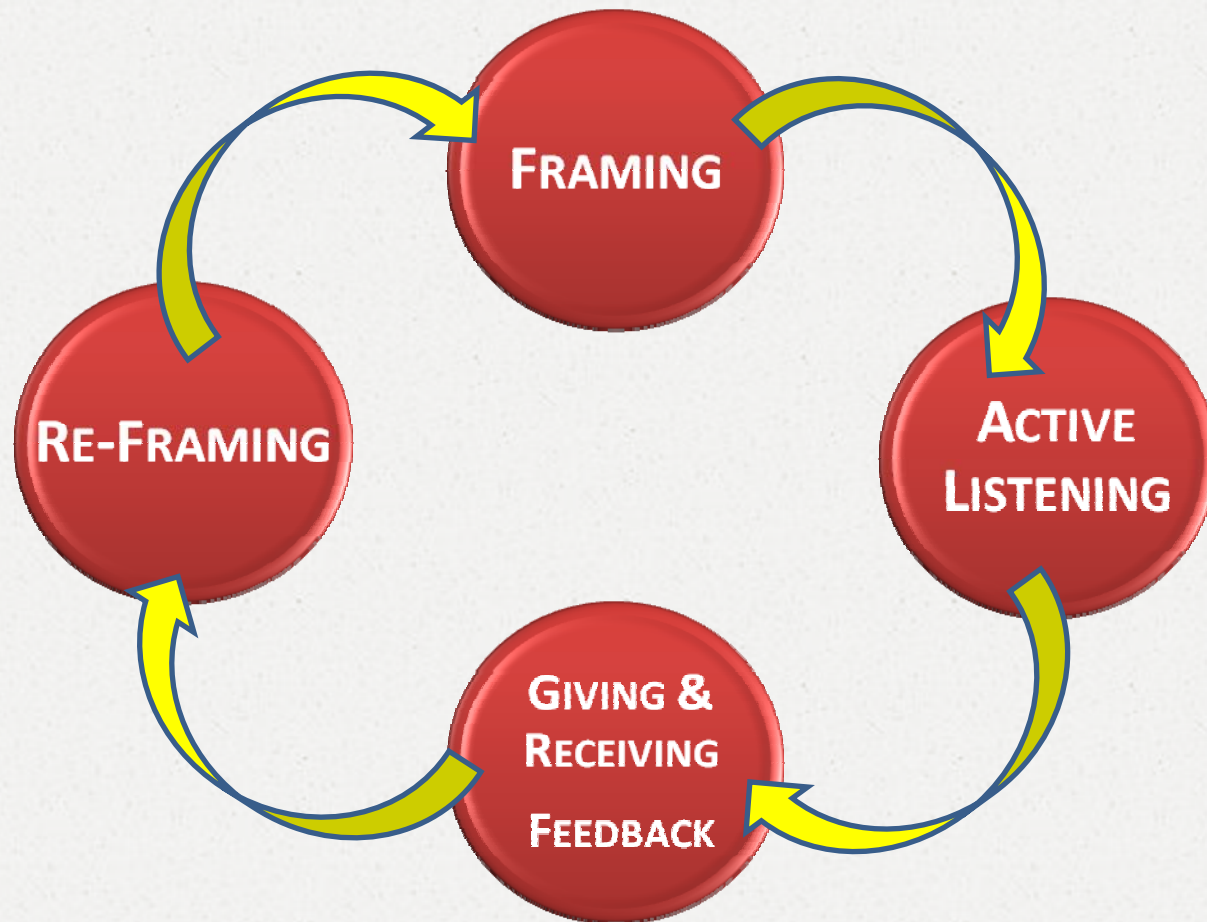
- Sending our message
- Expressing understanding
- Being aware of one's thinking and reactions



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# Effective communication: competencies





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# Framing

**Looking at how we define,  
construct and present our  
information and messages  
for greater impact**

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*"I've been framed!"*

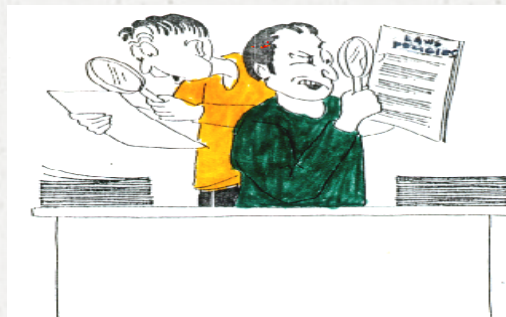


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# Why we need framing?

- More focused message = effective reception
- Reception of message depends on how sender is viewed by receiver (“positioning”)
- In dialogue, we need to create critical phase of opening up and committing to problem-solving





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# Framing Strategies

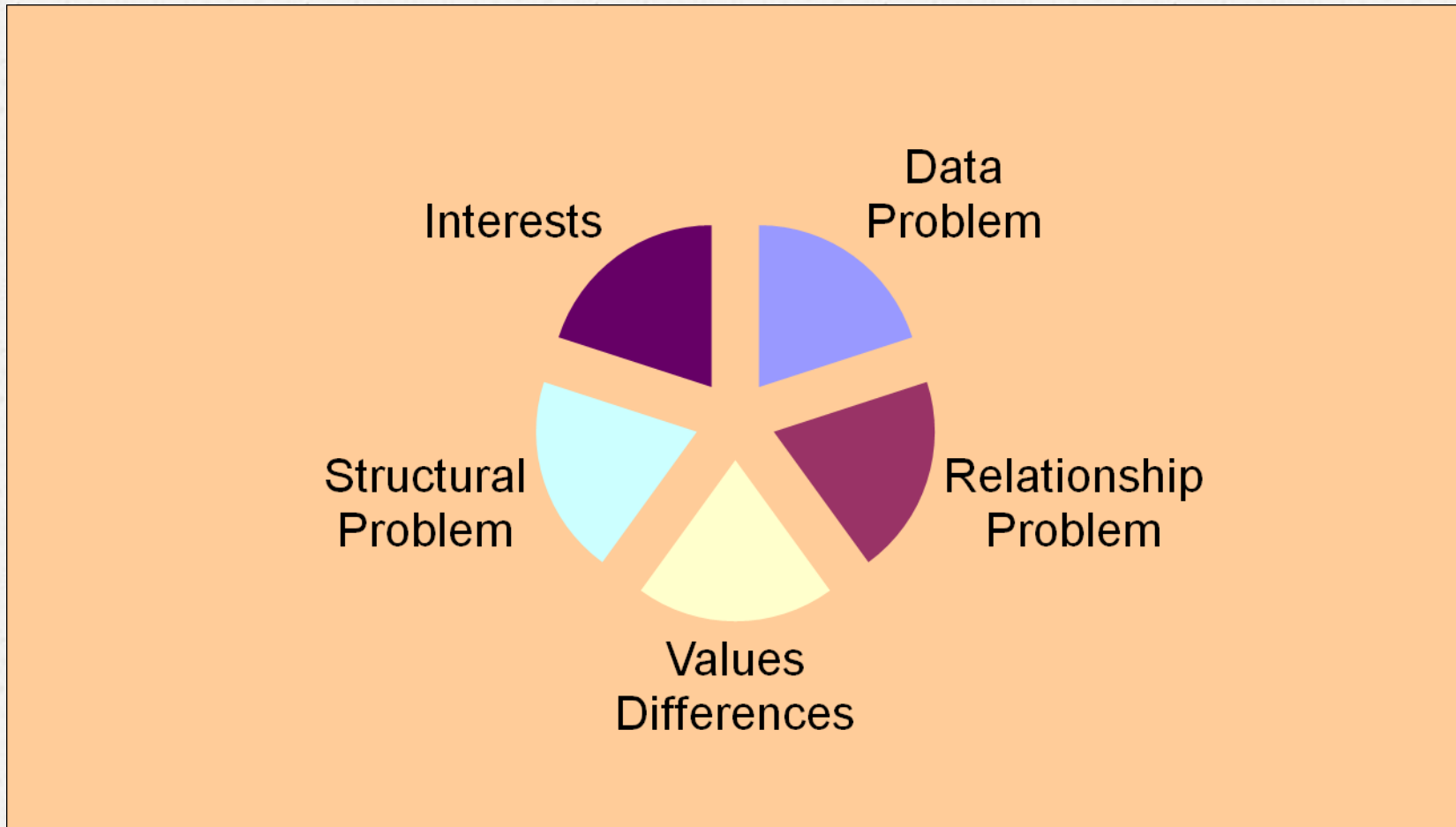
- Emphasize shared values or interests
- Try to be more specific in stating issues
- Describe consequences of issues or problems
- Be conscious of how you position
  - *Positions are images of speakers in an exchange*
- Clarify who is expressing opinions/proposals
- Seek feedback, comments, suggestions

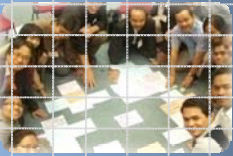


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# Diagnosis of issues



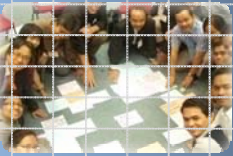


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# Framing our Message: Exercise

1. Refer to case study on budget re-alignment
2. Discuss how you will frame your message:
  - What is the problem?
  - What is/are the possible solution/s?



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# Active Listening



***More focused listening to:***

- Understand both the ***substantive*** and ***emotional*** messages of sender
- Motivate ***continuing*** communication

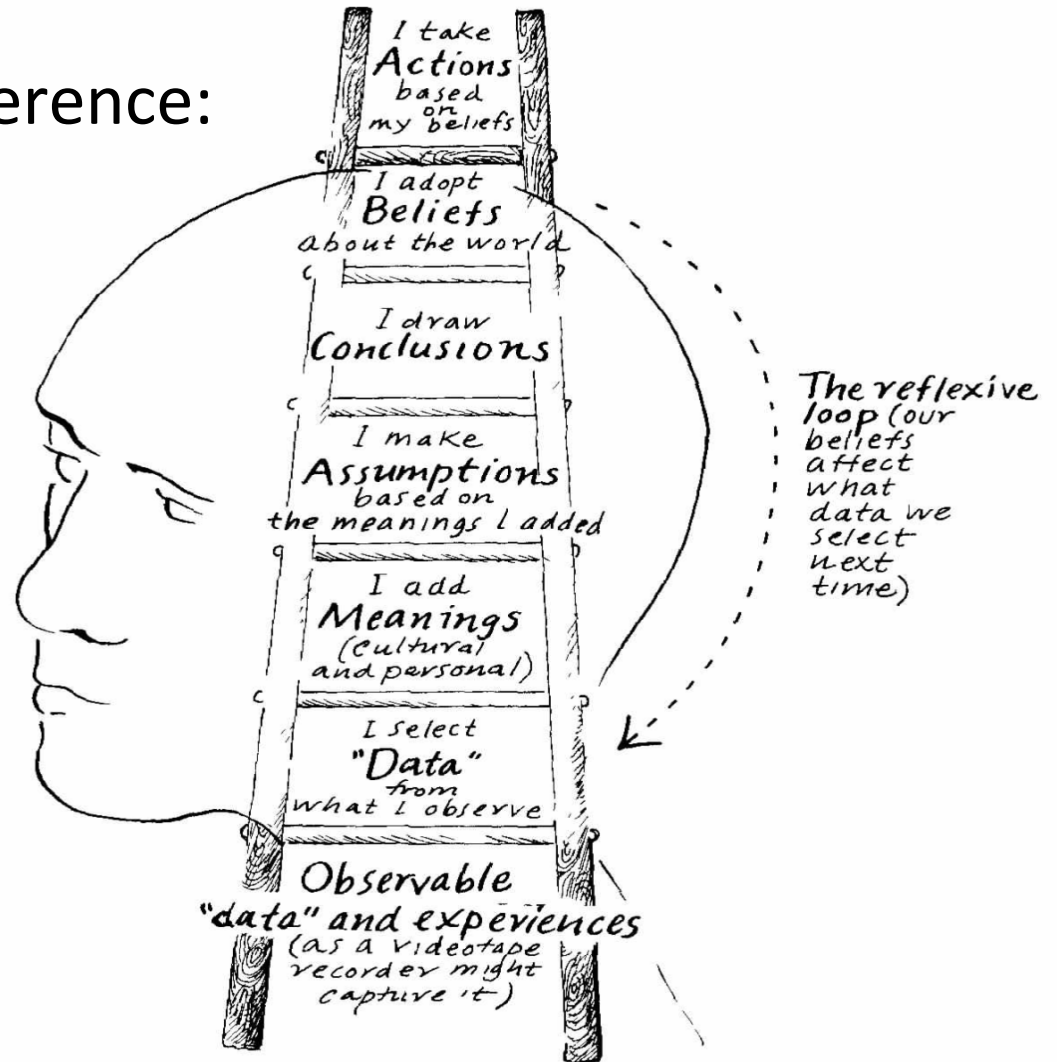


# Active Listening Strategies

- Pay attention:
  - proper listening posture
  - maintain eye contact
  - take down notes
- Check understanding of message by paraphrasing
- Reflect core feelings expressed by sender
- Ask questions if necessary
- Give indications of understanding



- Use the Ladder of Inference:





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# Using the Ladder of Inference





# Active Listening Exercise

- Volunteers: speaker, listener, 3 scorers
- For 5 minutes:
  - Speaker will talk on concerns about Gwatch
  - Listener will practice active listening skills:
    - Acknowledging feelings
    - Asking questions
    - Paraphrasing
  - Scorers will monitor active listening skills



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Day 1

Day 2

**Q1:**  
Present  
situation

**Q2:**  
Desired  
situation

**Q3:** Approaches and strategies

**Q4:**  
Actions

**Dialogue journey: Strengthening CE in GWatch**

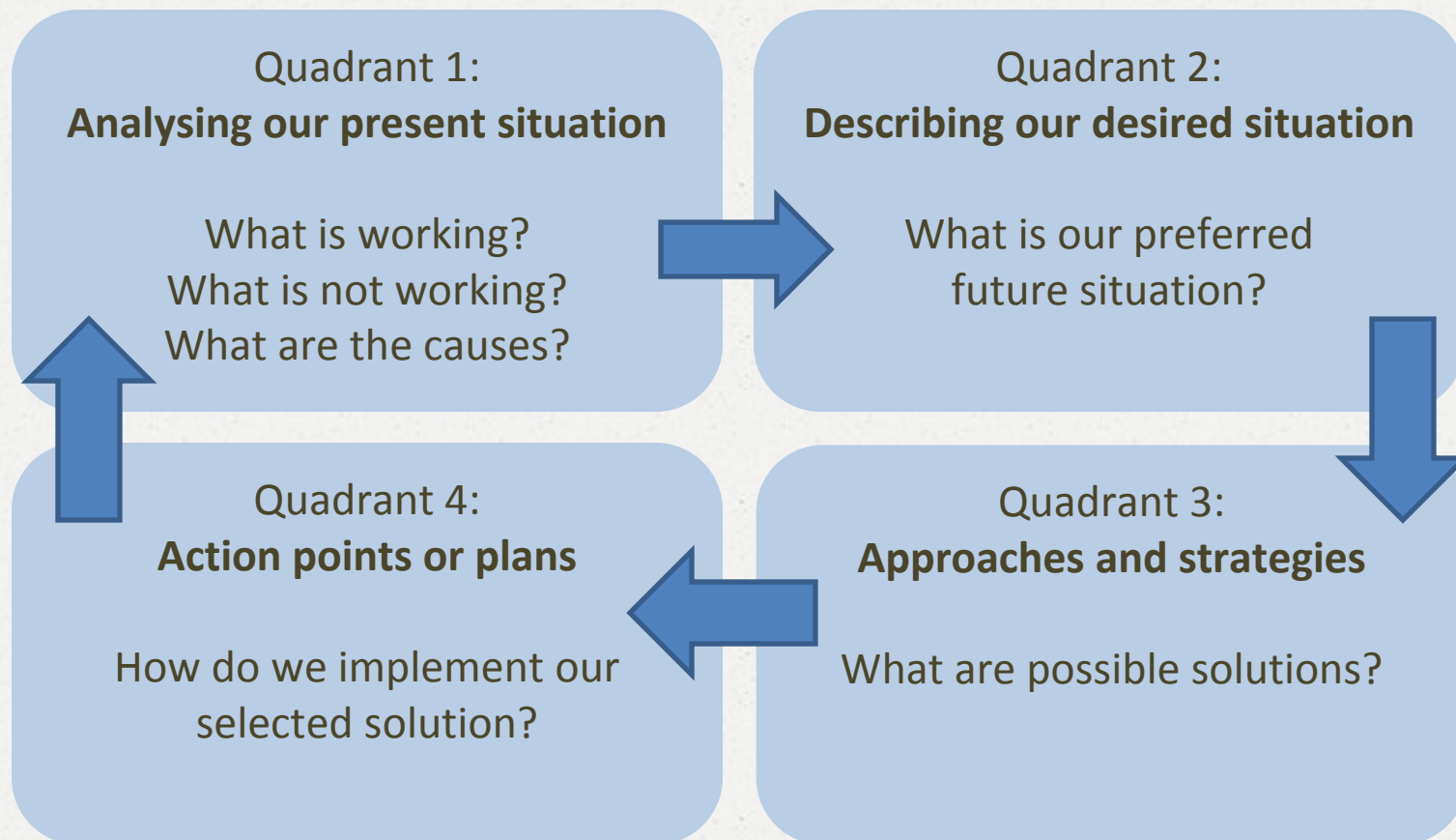
Stakeholder  
analysis

Effective  
communication

Negotiation



# Collaborative Problem-Solving: Quadrant tool





# Quadrant 3: Exercise

## Identifying options and solutions

**Brainstorming** is a tool for generating creative solutions to problems.

- No criticism of ideas
- We can build on the ideas of others
- Generate as many ideas as possible
  - Develop the ideas
- Prioritize/select our solutions



# Quadrant 3: Exercise

## Identifying options and solutions

- Recall the areas for improvement and issues in our current engagement from Quadrant 1 (you can add to the list)
- With our vision for CE in mind (from Quadrant 2), brainstorm on possible strategies to address the challenges and issues
- Prioritize or select the best strategies or options



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# Other things to consider:



**Potential difficulties** in implementation  
when you return to your organizations.  
*(re-entry)*

**Sustaining practice and learning** in CE  
among the stakeholders and partners.  
*(community of practice)*

**Measuring our success** in doing and  
mainstreaming CE under GWatch.  
*(indicators for monitoring/evaluation)*