

Dialogue Community of Practice

What are the aims of the programme?

The [Dialogue Community of Practice](#) aims to support the transformation of public services by using dialogue methods to enhance the quality of relationships through conversations.

Programme Overview

Dialogue presents a new way to hold discussions and approach difficult situations in the workplace. It can help to get to the root of complex issues and allow people with differing opinions to think and work more effectively together.

Dialogue can create a better understanding of perspectives. It requires individuals to notice their own contribution in conversations (words, emotion and non verbal clues) and notice the impact this has on others and being aware and receptive to others.

Dialogue is less about competition or 'winning your point' in a conversation, it's about giving everyone a voice and allowing what emerges to be greater than the sum of its parts. Watch [A Beginners Guide to Dialogue](#) below to learn a little more about dialogue practice.

Programme Elements

The Dialogue Community of Practice offers several different ways for people to learn more about Dialogue and how to put it into practice, including [Masterclasses, Practice Groups and Consultancy work](#).

Masterclasses allow members of the Community of Practice to hear from an expert on a particular theme relating to dialogue. Past events have included Dialogue and Emotion and Dialogue, deliberation and public engagement. The masterclasses also offer participants an opportunity to practice their dialogue skills with their peers and to reflect on the learning of the day.

The Dialogue Practice Groups offer a chance for community members to come together and practice dialogue in a safe, facilitated environment. We offer a Beginners Group so people can learn about the underpinning theory and learn to spot patterns in conversation and their own contribution. We also offer an Experienced Group where people have been working with dialogue can deepen their practice. This is a generative dialogue on the work based issues people bring.

Dialogue Consultancy - working with teams to enhance their team working or facilitate a dialogue for a team or system. We can offer tailored practice groups around a particular theme or work area. Recently, we have supported a practice group of OD and learning professionals across Lothian to develop their skills to support the integration of health and social care services. You can learn more about this work in the [Dialogue in Action](#) video.

Who is the target audience and how are they selected?

The Dialogue Community of Practice Masterclasses are open to staff at all levels within Scottish Public Services. Experience of Dialogue and Dialogue Practice is not required for the majority of the offerings.

What is the level of commitment expected?

Commitment is dependent on the intervention. Masterclasses are full day events, and potentially require some additional reading or reflecting to fully support the learning. Practice groups meet for around 6 half day sessions over the course of 8 – 12 months, and again may require additional prep time for reading and reflection. Consultancy work will vary depending on the ask. Our only request is that people honour the commitment they make to make the best use of our shared resources.

What happens when the programme ends?

The Dialogue Community of Practice is an ongoing programmed of events. Participants are welcome to attend as many of the Masterclasses as they wish, and members of practice groups may wish to develop their skills and progress through the beginner, intermediate and experienced groups as is appropriate.

Get involved

To get involved in the Dialogue Community of Practice, please email info@workforcotland.com. For more information on the Scottish Coaching Collaborative and Workforce Scotland please visit:



@Workforce_Scot



<https://vimeo.com/workforcotland>

www.workforcotland.com



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