



INSIDER / OUTSIDER

A SAMPLE FACILITATOR SCRIPT



PURPOSE:

This resource provides an example of a facilitator script. It can be adapted as needed to meet the purposes and context of your dialogue.

TOPIC:

Dialogue in the Syllabus

NOTES ON THIS RESOURCE:

Facilitators often read directly from a script during dialogue. Don't feel that you need to—or ought to—memorize the script.

Section headings appear underlined in this script.

Speaking parts appear in roman.

Instructions to the facilitator appear *in italics*.



Script

PURPOSE

Welcome. The purpose of this conversation is to learn from one another and to hear each other's perspectives as well as to feel heard. It is not to persuade, debate, or convince each other of your positions—but to make space for something that isn't often discussed.

HOPES FOR THIS DIALOGUE

We hope that you get a chance to reflect and speak deeply about your own experiences and values and listen to others' experiences with resilience especially when you hear something that might differ from your viewpoint. We hope that you will come away with some new understandings about what is important to others and a clearer understanding of what is important to you. And that this may make space for further conversations that will support you and your community.

YOUR ROLE IN A DIALOGUE

My role as a dialogue facilitator is to:

- To guide you through the dialogue and make sure everyone gets a chance to speak
- To present the agreements for your approval and/or amending
- To remind you of the agreements, if you need reminding

THE STRUCTURE OF THE DIALOGUE

We will give you an opportunity to **introduce yourselves**.

We'll pose a set of **opening questions**, give you a few minutes to reflect and then you'll speak in a "go-round." Each person will have an equal amount of time to respond to the question. If you have questions for people while listening, write them down. You'll be able to ask those directly to each other later.

Following the questions, we'll open the space in a less structured time for you to have the opportunity to **ask each other questions of genuine interest** to increase your understanding of others in the room.

For the closing, we'll ask each of you to **reflect on your experience here** together and say something that will help you bring the dialogue to a meaningful conclusion.

That's the structure of how you will be spending this time together. Let's get started now. Before we begin, I want to remind you that for the length of this dialogue, we will be keeping to the agreements for group discussions that we began the training with. You have the agreements as a reminder in front of you. Does everyone agree to follow these agreements? (Get nods or vocal assent.)

OK, so these are the agreements that you're all committing to doing your best to follow. Your commitment also serves to authorize me as a facilitator to remind you if need to be.

INTRODUCTIONS

Let's take a moment to introduce ourselves. **Tell us your name and briefly name one person—real or fictional—whom you look up to as a leader and why.**

Take a minute to think of an answer, write it down if it helps and then I will ask the person on my right to start and we will go around in a circle. Each person will have one minute to respond.

After one minute of reflection, prompt the first student:

Tell us your name and briefly name one person—real or fictional—whom you look up to as a leader and why.



OPENING QUESTIONS

The **Opening Question** is designed to foster fresh conversation. I'm going to ask the question, make sure that it's clear, and then give you two minutes in silence to reflect on what you want to say. Then I will ask one of you to begin and we will go around the circle again, two minutes each with a brief pause between speakers.

Question 1

Think of a time when you moved from being an outsider, misunderstood and perhaps invisible, then became more understood and included. What made it difficult? What did you or others do to break through barriers and to feel more welcome? *Repeat the question once more.*

Take one minute to think and make some notes about what you're going to say, so that you'll be able to give full attention to each other when others are speaking.

After 1 minute:

As you listen to each other, listen to understand, not to judge or find fault. You also may hear things that you want to ask about—write your questions down as you think about them, you'll have time to ask each other later. Don't interrupt at this point—unless you are having a hard time hearing.

I am going to keep time for you.

(OR have people pass the phone, the last speaker timing for the next as they go around the circle.)

When you are ready to speak, I am going to start the two minutes. When the two minutes are up, I will let you know and then you can find a quick way to finish your speaking—please finish your sentence, not your paragraph.

*Turning to the person next to you: Would you like to start?
Go-around.*

After everybody has answered:

Before we go on to the next question, we want to capture this moment of curiosity. Reflect back on what you heard. Is there a question that you would like to ask later when we get to that section that you are curious about—something you heard just now that you wish you could hear more about—jot that question down so you will have it when we get to the section meant for questions of genuine curiosity.

Question 2

Now we're ready to move on to the second question—and the intention of this question is to offer you the opportunity to reflect on your core values and how they might bump up against one another. You will have two minutes this time to answer the following question:

Think of a time when you saw someone was feeling excluded. What did you do to welcome that person or group? Why did you do it? Where did you learn those values? (If it's hard to think of an example, feel free to share story about a time you wish you had.) *Repeat the question once more.*

Take one minute to think and make some notes about what you're going to say, so that you'll be able to give full attention to each other when others are speaking.

Go around again. After everybody has answered:

Before we go on to the next section, reflect back on what you heard and jot down any questions.



QUESTIONS OF GENUINE CURIOSITY

This is the time to learn more about what others have said and to make connections between what is on your mind and what you've heard. It is important to remember that **you are not here to debate or persuade** but to explore your curiosity and to better understand others.

Is there something someone said that you are curious about or would like to understand better?

Is there an assumption you have that you'd like to check out? Let's start by seeing if each person can ask and receive a question before moving on.

Focus your question on what interests you or what curiosity was sparked in you about what a person meant or what more they might want to say. Ask your question of a particular individual or multiple people. Other members of the group are welcome to reflect and comment as well.

You will have 10 minutes [*lengthen/shorten as needed*] and I will let you know when you have about two minutes left. Please take a moment now to think of the questions that you have for others. When someone has one, we'll begin.

Remember to track who has asked and who has answered so that everyone has an opportunity to participate. After 10 minutes, tell people something like the following:

There's never a perfect time to end this section, but we want to be respectful of the time that you have committed to be here and so we're going to move to the Closing section.

CLOSING

The purpose of this section is to bring your dialogue to a conclusion. You will have up to one minute to respond to the following question:

As a leader how do you see your role in welcoming everybody? When might that be hard for you? *Repeat the question once more.*

Take a minute to reflect on this question. In a moment I will ask someone to begin—remember you will have up to one minute to answer.

CONFIDENTIALITY REVIEW AND WRAP UP

We have one final piece of business and that is to review the confidentiality agreement that you made at the beginning of this dialogue. You have all agreed to:

Honor confidentiality—not sharing what you hear in a way in which the speaker could be identified without the speaker's permission.

Does everybody feel comfortable with this level of confidentiality?

Today you may have taken the risks of speaking what's true for you and listening deeply to others. Though this dialogue experience is ending, our hope is that the speaking and listening here will continue.

Here you might add a Connect to Content exercise.