



**JORGENSEN**  
Learning Center  
Change the *conversation*.  
Change the *results*.

# WHAT DOES INTENTIONAL CONVERSATION LOOK LIKE?

## Practice the JLC Protocols

### CPO

- Context: Why is the meeting being held?
- Purpose: What do you want the participants to understand?
- Outcome: What do you want them to do?

### Check In

People walk into a meeting with many different things going on in their mind; we call this “cognitive noise”. A Check In allows the participants to clear their mind of other issues, settle in, and focus so they are ready to learn. This simple activity gets participants engaged, present, and committed to what you are trying to achieve. (Example: What did it take for you to be here today?)

### Close the Loop

After each agenda item or conversational space, slow down the conversation and “close the loop”. Most adults hold 5-7 concepts in their active memory at one time. Pausing provides the facilitator with an opportunity to check for clarity and understanding. (Example: In a 60 second conversation with a partner discuss what you heard and what it means to you.)

### ARR- Acknowledge and Respond Respectfully

Making someone’s thinking wrong quickly turns your conversation silent. When different views are voiced, acknowledge them and respond respectfully, especially when you do not agree. Stay in inquiry, surface their thinking and discover how they came to their conclusion. Shutting them down sends the message that only one viewpoint is welcome, thus limiting the thinking of the group.

### Check Out

This provides participants an opportunity to reflect upon the agenda items being discussed throughout the meeting. The facilitator also discovers how the meeting topics “landed on” the participants. It surfaces the biggest take aways or what has resonated most significantly with the group. (Example; What concept did you find most interesting and why?)

## Apply the Learning Conversation Guidelines

### Listen for Understanding

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*Listen empathetically to understand without judgement or blame. | Reflectively listen to your own thoughts as others speak ideas into the group. | Listen from a place of learning rather than a place of knowing. | Listen to understand rather than to fix, argue, counter, agree, or dissuade. | Listen to each other without regard for position or roles in the organization. | Listen to yourself, to what is underneath the words of others, and to the group.*

### Speak from the Heart

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*Speak candidly, from your experience, from the moment. | Speak for yourself. | Speak when truly moved rather than to fill silence. | Speak into the circle, into the whole group, rather than individuals. | Speak into the stream of developing common understanding.*

### Suspend Certainty

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*Suspend your certainty about an idea or position – especially your own. | Suspend your assumptions, beliefs and developing thinking for the group to see. | Suspend any need to be right or hold the correct answer, position, or solution. | Suspend one's certainties by holding up for examination.*

### Hold Space for Difference

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*Embrace differing points of view as opportunities for learning. | Replace the use of the word "but" with the word "and". | Notice others who are silent and providing opportunity for involvement. | Acknowledge the usefulness of other points of view. | Be involved while being detached and open to outcomes that may not be your outcomes. | Avoid being fixated on one outcome or idea.*

### Slow Down the Conversation

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*Enable silence as the group members of the circle or group digest the previous speaker's words. | Reflect on how the words of the speaker (s) resonate with you. | Take time for the conversation to develop and deepen. | Embrace silence as a means of deepening common understanding.*