Making change through learning conversations

A test drive of CORE’s approach

Background

CORE Connectors and the conversations they have with pilot applicants are at the heart of the value of our approach to change-making. Connectors facilitate relationships and encourage reflection to connect the right people and resources at the right time to build capacity.

Intention

The intention of each CORE learning conversation is to leave participants:

* Having fully expressed ideas, preferences and other information CORE might use to discover suitable capacity-building “matches”
* Being known, appreciated and respected for their contribution to a better world
* Thinking highly of CORE and its activities
* Clear about next steps in pilot participation—or having declined to participate further

Test drive

Once the pilot is underway, each 60- to 90-minute learning conversation will involve two CORE Connectors and at least one participant from the applicant organization or group. Today we will test and collect feedback about these conversations using draft questions from the application itself.

In each team of three, choose who will be:

* Speaker (represents a participant from the applicant organization)
* Connector A (asks questions first)
* Connector B (observes first)

Then:

* Connector A, ask Question 1. Speaker, answer. Connector A, listen exquisitely and ask clarifying questions. Connector B, pay attention to how the question works, how we might improve it, and whether the intention of the conversation is being fulfilled.
* Connector A, ask Question 2 following a similar pattern.
* Pause. Give each person a chance to share for 1-2 minutes: “What was it like in my role? What worked about the process and question? What might be improved?”
* Connector B, ask the next questions you were assigned. Connector A, observe. (To get feedback on the entire set of questions, you may be asked to skip down the list here.)
* After two questions, pause. Give each person a chance to share for 1-2 minutes: “What was it like in my role? What worked about the process and question? What might be improved?”
* Continue, alternating who asks questions and who observes, and reflecting after each pair of questions, until we call time. Then return to the large group to provide feedback.

Learn more at our website

**consultingforchange.org**

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DRAFT questions

Every trio will start with Questions 1 and 2.

After that, my group has been asked to start with Question \_\_\_\_\_\_.

1. Briefly describe how your organization’s methods lead to the outcomes you seek. If you haven’t thought about or articulated this before, just do your best to describe the connection between the work your organization does and the change you’re out to cause.
2. In what way(s) is your organization slowed down or stopped? Describe the symptoms, problems or needs you are noticing.
3. Why do you think these symptoms, problems or needs are happening?
4. How are these challenges affecting you personally?
5. How are these challenges affecting the organization as a whole?
6. What ideas do you have for addressing these challenges?
7. What results would you like to achieve by working with someone from outside your organization on these challenges?
8. What might prevent this capacity-building work from succeeding?
9. Who else in the organization might have a different perspective about this situation? Please do your best to articulate their perspective(s).
10. What ideas or actions for capacity building are off the table and why?