


Social Prosperity™
Partners

From Conflict to Conversation

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- ▶ Disruption
- ▶ Division
- ▶ Uncertainty



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- ▶ Perseverance
- ▶ Resilience
- ▶ Courage



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Where people work together **courageously**, their potential is unlimited.

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Citizen Involvement
Public Dialogue
Civic Participation
Community Engagement
Resident Outreach
Civil Society

Where people work together **courageously**, their potential is unlimited.

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6 Tips
FOR BETTER
PUBLIC DIALOGUE

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“The purpose of local government is to enable individuals to join together in recognizing and solving community problems.”

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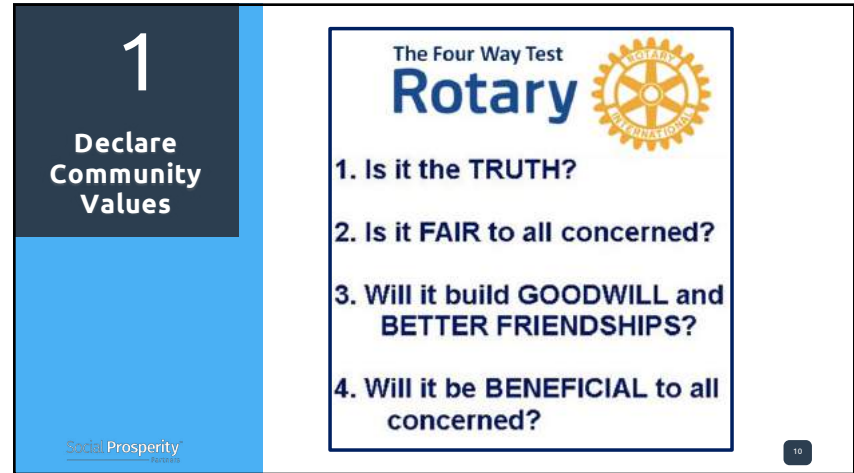
“The purpose of local government is to enable **individuals** to join together in recognizing and solving **community** problems.”

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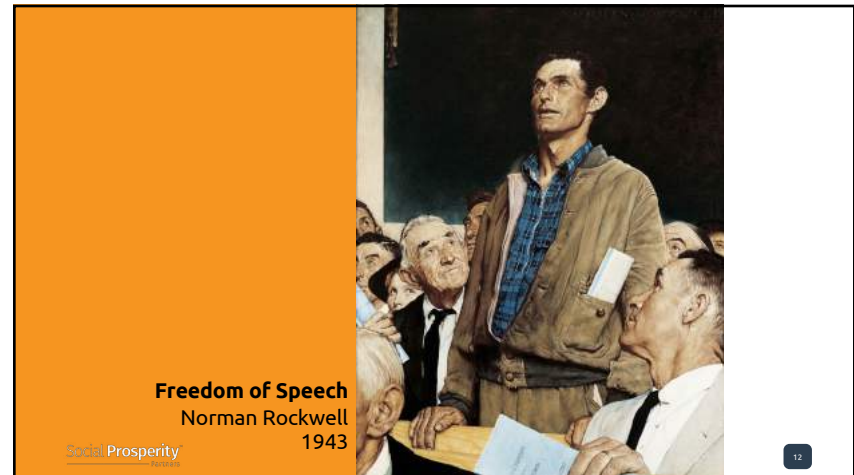
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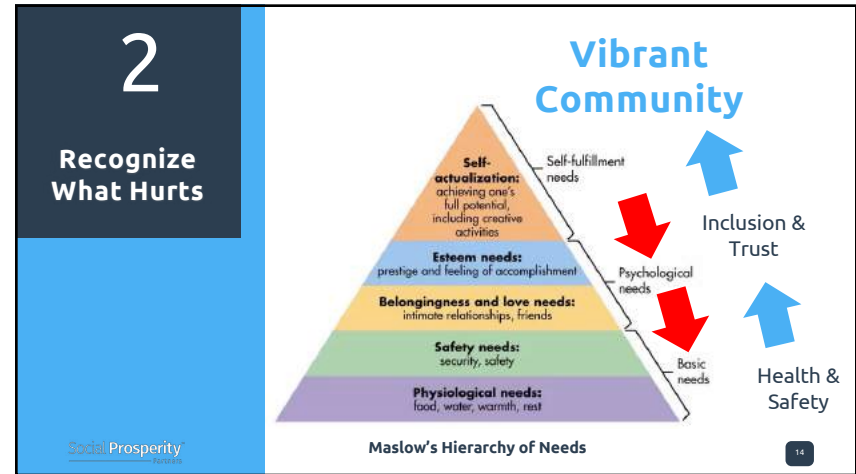
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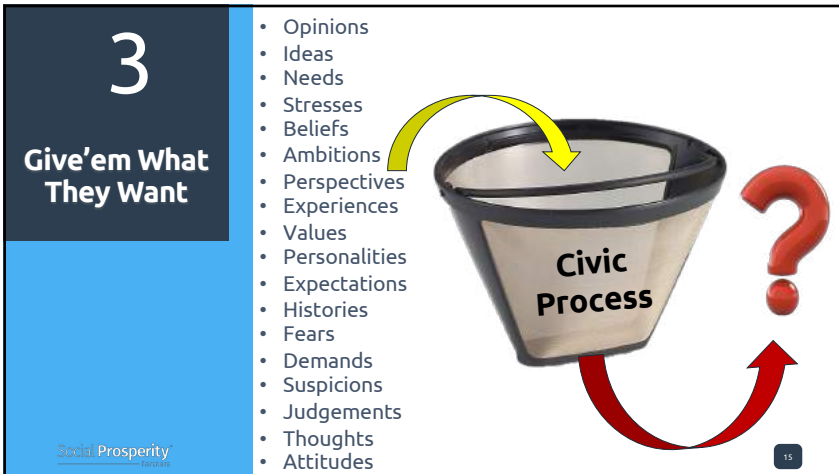
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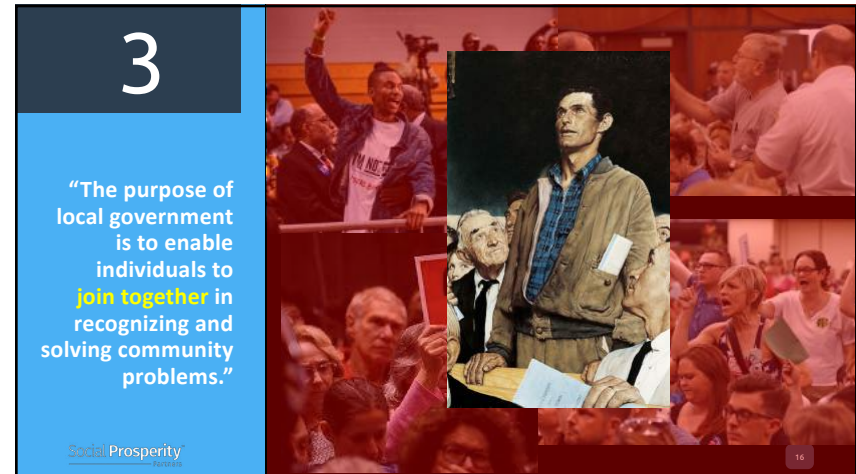
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3
Give'em What They Want

"No one should ever leave City Hall feeling defeated; there is always something that can be done to help."

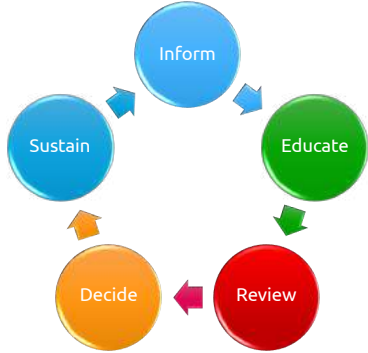


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4
Host Courageous Conversations

Where can people get engaged with each other?




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4
Host Courageous Conversations

Where can people get engaged with each other?



Annual Report, Audits, Performance Reviews, Surveys & Evaluations

Announcements, Press Releases, Advertisements, Banner Ads, Stuffers, Postings, Mailings

Reports, Videos, Websites, Meetings, Interviews, FOIA.

Council, Commissions, Manager & Staff, Elections

Study Sessions, Subcommittees, Hearings, Consultants, Public Comments

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4
Host Courageous Conversations

...talking and thinking together...



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Host
Courageous
Conversations

...exploring
options &
possibilities...

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Host
Courageous
Conversations

...exercising
their own
leadership...

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4
Host
Courageous
Conversations

...in-person
& on-line.

"I seek people from diverse walks of life to sit down together to discuss their differing opinions ... with the courage to be respectful, inquisitive, and vulnerable in ways that are too often missing in civic affairs."

Now on Apple, Spotify & all other platforms.

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5
Avoid Binary
Choices

Civic Engagement must not be a
win/lose proposition.

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Avoid Binary Choices

Tom Hanks
is America's best actor.



Get Ready for Question #4

Agree Disagree


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Avoid Binary Choices

Tom Hanks
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Get Ready for Question #5



<80% = Red
80%+ = Yellow
90%+ = Green

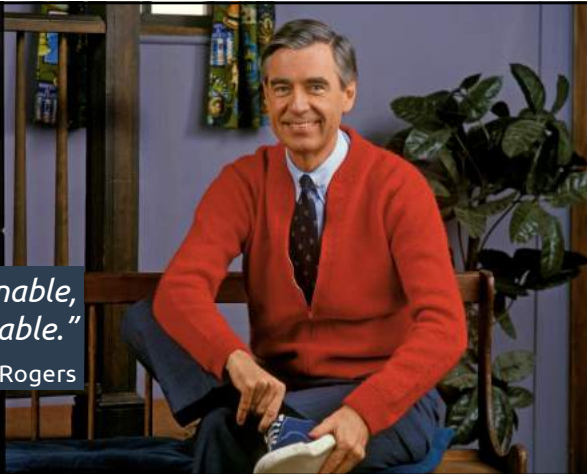
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6
Acknowledge Uneasiness

*"If it's mentionable,
it's manageable."*
Fred Rogers



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Emotional Intentionality

Anger
Sadness
Fear
Joy
Surprise
Disgust



Calm
Comfort
Care
Attention
Patience
Respect

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“The future is unknowable, but it’s incredibly malleable.”



Matt Lehrman

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1. Declare Community Values
2. Recognize What Hurts
3. Give'em What They Want
4. Host Courageous Conversations
5. Avoid Binary Choices
6. Acknowledge Uneasiness



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Start a **Courageous Conversation...**

“How might we **join together** to contribute to the **recovery, health,** and **collaborative spirit** of our community?”

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From Conflict to Conversation



1. **FREE WHITEPAPER:** 10 Tips to Better Public Engagement
2. **INSIGHTS & RESOURCES:** Including (soon) a new book
3. **CHAT WITH MATT:** Discuss your community’s challenges & opportunities

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