Notes from the Gracious Space session at the MEDA 2019 Fall Pre-Conference

GRACIOUS SPACE

A SPIRIT AND SETTING WHERE WE INVITE THE "STRANGER" AND LEARN IN PUBLIC.
Visual Learning

GS check in - check ego @ door
Clifton Strengths / self-awareness of impact on others
Common sense prevails
You have to take the time -
build trust & respect
Know your audience & be willing to expand it

There's not always great solutions for all
Be empathetic
Use spaces used by everyone
Have / create an exit strategy
Find neutral, respect differences & opinions
Take the high road
Kindness sandwich - respect
Set the ground rules - creating space
Set direction & have a facilitator
Bring the energy, put ideas out there
Watch body language
Establish purpose
Accommodate all styles (Fidget J)
Note cards
Avoid finger pointing
Don't be afraid to say sorry
Start with accurate info

Have a strategy for social media "trolls"—identify & get them.

In person interactions:

Follow up

Have the right messenger, right time—talk about the process

Provide access to solutions

Use "we"—we're in this together

Clarify roles and goals

Listening sessions

Present regs. in non-confrontational way

We all come with assumptions

Be present and make connections

Integrate with the crowd

Recognize you've made mistakes
Ask open-ended questions
Invite naysayers early on
Preserve the integrity of your institution (community, city, etc.)
Be honest
"So what" - start with questions
Keep people on topic - "PARKING"
Media skills - "Bring of the elephant"
Set goals - "Bring the right people"
Recognize relationships; you can lean on
Ensure proper setting; & call them
"Being a tool isn't a bad thing." marx
Work from common point of understanding
Be curious
Listen and establish trust/relationships
Be ready to adjust - Build environment
Ask leading questions
Know when not to
"It's the long game" - Allow others to get there on their own