

Welcome everyone and see who is in the room To understand the philosophy and history of the World Cafe

To understand the roles and responsibility of the World Cafe

To plan and deliver a World Cafe

Engage and Have Fun!





## Who are we?





Supporting a paradigm shift in public service delivery



Believe even the most complex people and communities have strengths – skills, knowledge, and competencies



Committed to active citizenship and social responsibility



Share tools and products that encourage resident and partner resilience and behavioural change



Academic and practical – turn strategies into realities by connecting conversations and actions



In addition to supporting Neighborhood Policing we have used our techniques in applications such as organised criminality, drugs, ASB, child sexual exploitation, volume crime

A bit about MutualGain...



Two facts about you – things that are true that people may not know about you: e.g.

maybe you won a school sports trophy

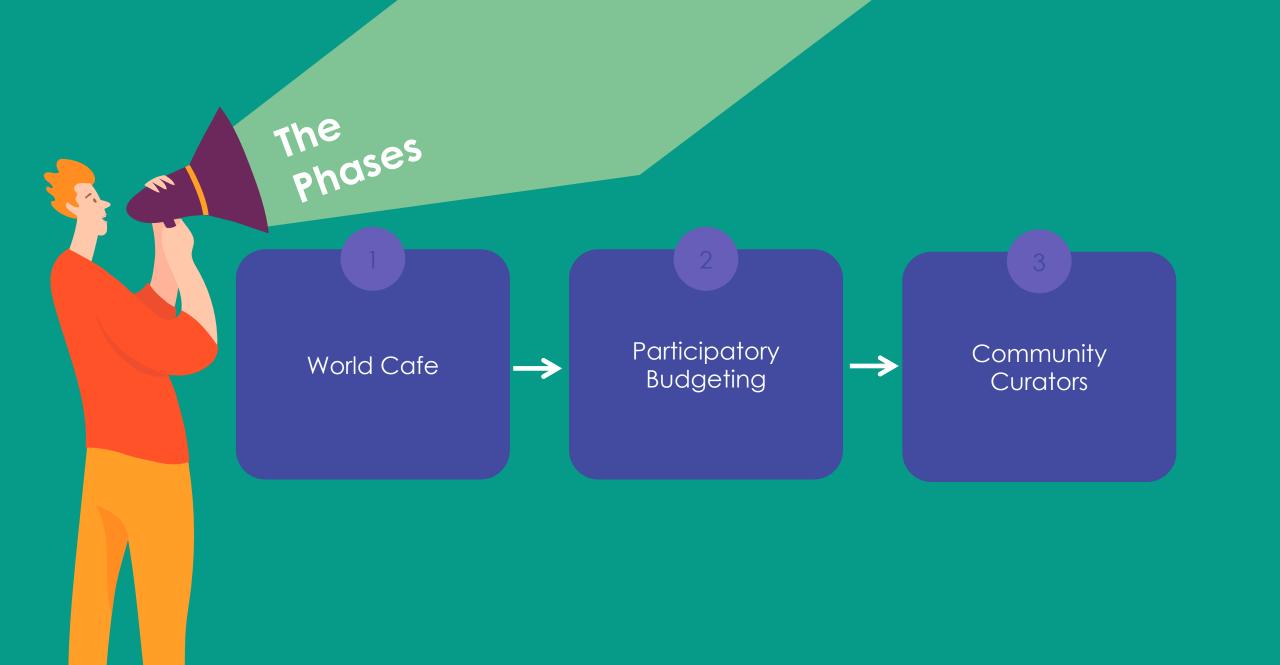
- perhaps you have met someone famous
- have you done anything particularly embarrassing?

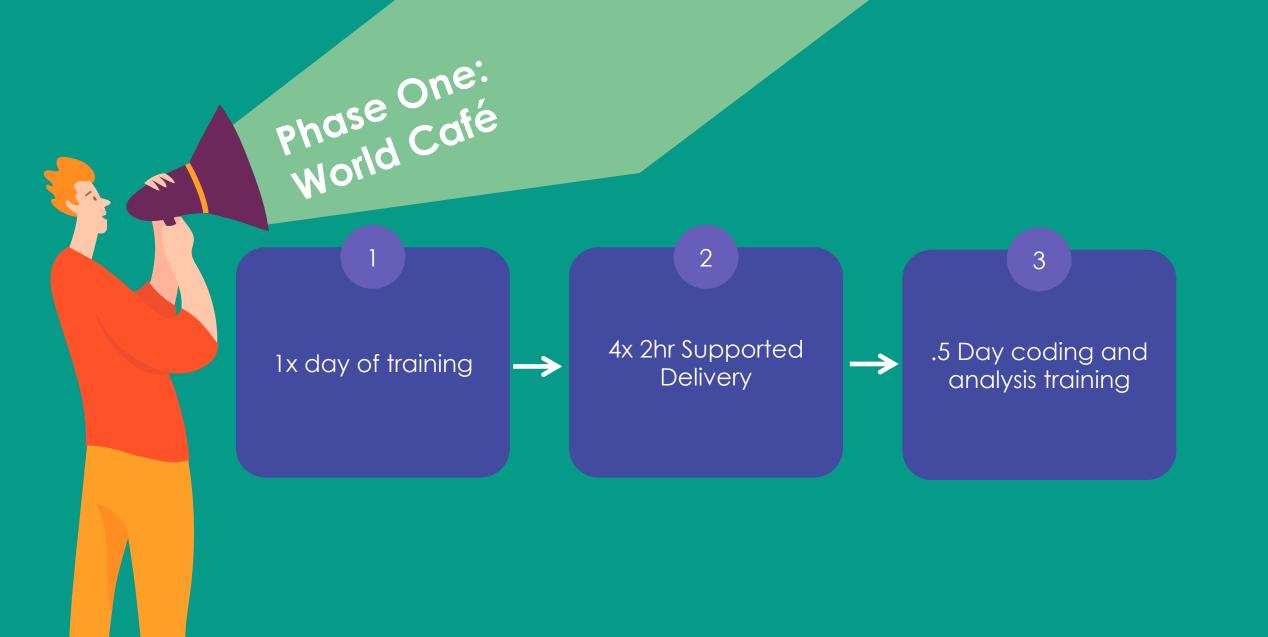
#### 1 dream or false statement about you – this could be:

- a wish that you had achieved something you are passionate about
  - a hobby you don't have
  - an aspiration for the future

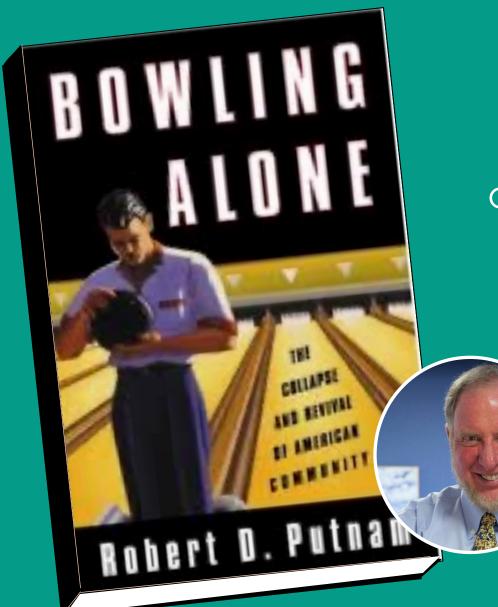
# About this programme..











## Social Capital

"features of social organisation such as networks, norms, and social trust that facilitate coordination and cooperation for mutual benefit"

(Putnam, 1995 p.67)



Think about one thing that you need help with...

...now, who amongst us can help you with that thing?



When both resilience and cohesion are strong people are able to work together to solve the deepest problems in their communities





## Community Engagement Defined



'The process of enabling the participation of citizens and communities in policing at their *chosen level*, ranging from providing *information and reassurance*, *to empowering* them to identify and implement solutions to local problems and influence strategic priorities and decisions.

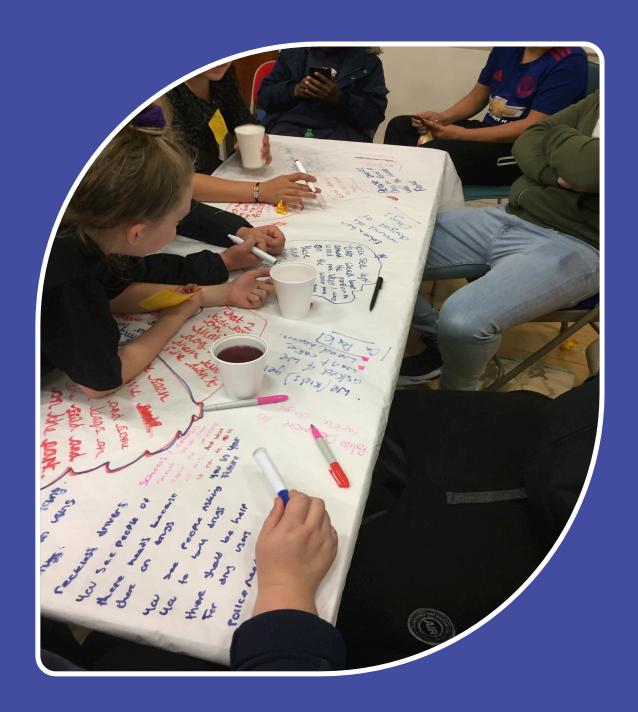
The police, citizens, and communities must have the willingness, capacity and opportunity to participate. The police service and partner organisations must have a responsibility to engage and, unless there is a justifiable reason, the presumption is that they must respond to community input.'

(NPIA 2012)

Strengths
Based
Engagement



'Build on what is strong, not what is wrong'



# World Café



# THE CREATION OF THE WORLD CAFÉ

1995 – Juanita Brown and David Isaacs met with a group of academic leaders in California

Plan for a large circle dialogue

The 24 participants formed small groups and shared intimate conversations

They recorded their insights on make shift paper tablecloths



# They periodically switched tables so the ideas and insights could be shared

When they harvested the conversations they noticed patterns and themes emerging

They improvised and over time refined the process



# Our formula for success







Shopping Vouchers



Incentive



Cinema Tickets







#### SIX KEY PRINCIPLES FOR HOSTING AN EFFECTIVE WORLD CAFÉ

When all of these six principles are used in combination, they have the capacity to foster collaborative dialogue, strengthen community, spark creative insight, and create new possibilities for constructive action.



# Key Roles



## Role of the Café Host



- Work with the planning team
- Name your café
- Help frame the invitation and recruitment
- Work with others to create a warm environment
- Brief Table Hosts
- Welcome people as they arrive
- Explain the purpose of the café
- Pose questions and themes
- Explain the café guidelines and etiquette
- Explain the logistics
- Move among the tables
- Remind people to record conversation

### Role of the Table Host



- Remain at the table when others leave and welcome Travellers from other tables for the next round of conversation.
- Briefly share key insights from the prior conversation so others can link and build using ideas from their respective tables.
- Gently and as appropriate, encourage people at your table to jot down key connections, ideas, discoveries, and deeper questions as they emerge.



# Find someone you don't know and discuss what you think it might be



The action of facilitating something: "third-party facilitation seeks to promote the **resolution of conflict**"



The act of helping other people to deal with a process or reach an agreement or solution without getting directly involved in the process, discussion yourself



Facilitation is any activity that makes tasks for others easy, or tasks that are assisted

Let's discuss when you think you have seen excellent facilitation – what did it look and feel like?

- Neutral and/or Independent
- Structured but free flowing
- Helped you to think and challenge
- Encouraged feelings, perspectives and contribution
- Shared responsibility



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Being a Table Host requires focused facilitation skills

Using the flip charts and pens provided, work in your groups to develop a list of things that Table Host needs to consider when **facilitating** table discussions



Your role is to encourage discussion, and debate. You need to find out if everyone shares the same view and enable those to contribute who may have alternative experiences/views.



- Listen say as little as possible
- Avoid telling or educating
- Help capture information
- Suspend judgement
- Stick to the facilitator's role, even though you may have knowledge about the questions or topics that are set.
- Help to obtain data, information and knowledge

- Ask open questions (who, what, why, when, where, how) to encourage the conversation in the group
- Encourage less vocal members to speak and record their thoughts
- Encourage people to record their thoughts
- Be aware of non verbal communication
- HAVE FUN

### Facilitation at the event

- Encourage people on your table to introduce themselves to each other
- Ensure each table member has a name badge, if they wish
- Encourage the community to complete the equality monitoring form
- Concentrate you have to listen to the Café Host and the Travellers on your table, make sure equitable discussions are taking place and issues/thoughts and experiences are being recorded
- Monitor time don't over run



## Role of the Traveller



Traveller

- Share their views and experiences
- Engage in conversation and deliberation
- Record their thoughts and experiences



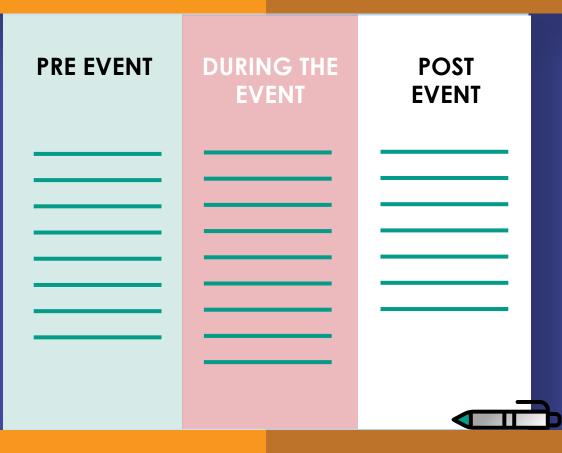
## PLANNING FOR A WORLD CAFÉ

1.

Take a flip chart and split it into three

2.

Use the following headings



3.

Now, write down the issues that you will have to consider under each of these headings

#### WORLD CAFÉ METHOD

Create a "special" environment Welcome and introduction Small group rounds Questions

Harvest



### PRE EVENT



Create a
"special"
environment,
most often
modelled after
a café, i.e. small
round tables
covered with a
tablecloth



Incentives Questions Briefings Menus



Cakes/Tea/ Coffee/Juice etc.



PA system/ Big room



You will also need tablecloths, post-it notes colored pens, and cake stands



There should be five chairs at each table (optimally) – and no more than six

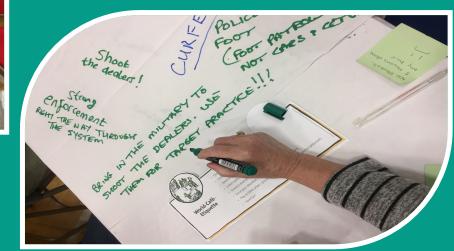




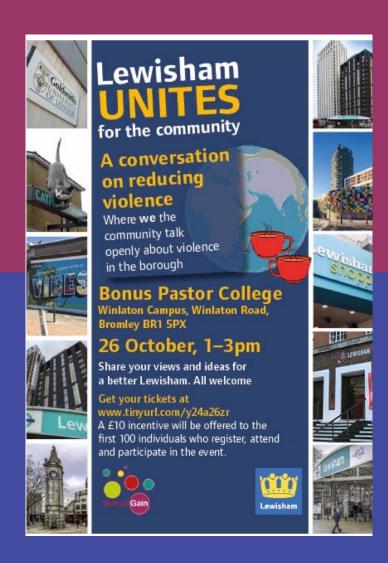
















#### **EVENT SCHEDULE**

| 1530 | Facilitators Briefing – this briefing session will go through the order of the event in detail and can be used to raise any questions or concerns. Table hosts will be assigned to tables by the World Café host. Table hosts will check the materials on their table and inform Susan, Andrew or Bethan if there is a problem.   |        |
|------|---|--------|
| 1600 | Registration desk set up – two members of the neighbourhood team will staff the desk. All participants must complete the equalities monitoring form and sign in sheet, Bethan will be there to assist and complete the equalities monitoring form. The issue of photographs will be covered by Susan. Where necessary signage pointing Travellers towards the event will be displayed. This should be done in conjunction with the venue. | I      |
|      | FROM 1500 TO 1600 ALL STAFF ARE REQUIRED TO ASSIST WITH SET UP OF TABLES AND OTHER RESOURCES AS REQUIRED (IF THIS HAS NOT BEEN DONE).   | t      |
| 1600 | Presentation/PA Test - Andrew; Film room - Dave; Set up Visual Minutes - Carrie   |        |
| 1630 | <b>Refreshments</b> should be put on relevant tables, urns, if being used, should be filled and switched on.  |        |
|      | Early arrivals – if Travellers arrive early they will be asked to take refreshments to their table and/or mingle with other Travellers as they arrive.  | ]<br>a |
| 1700 | All Table Hosts to be sat at their table and welcome Travellers as they arrive.   | F      |
| 1800 | Open and welcome - Susan Ritchie  | t      |
| 1805 | Introduction of senior police officer – Supt. Gilmour   | a      |
| 1810 | Round One: What is Exploitation?  |        |
|      | The picture will be placed on the table and the Table Host will introduce the information and invite comments from the Travellers.  | ,      |
| 1820 | Round Two: Cuckooing - Nicola Bell, Rahab Manager   | 8      |
| 1825 | The photograph will be placed on the table and the Table Host will introduce the information and invite comments from the Travellers.   | t      |

# Lewisham Unites for the Community

Event: A conversation on reducing violence Time and Date: Saturday 26<sup>th</sup> October 1pm - 3pm Location: Bonus Pastor College, (Winlaton Campus), Winlaton Road, Bromley, BR1 5PZ

Firstly, thank you for volunteering to take part in our event as a table host. Please read through this briefing prior to the event so you are prepared and have plenty of time to ask any questions.

#### House keeping...

The event will start at **1pm** and will last until **3pm**. It is important that you arrive at the venue at **11am** for a short briefing prior to the event and to help set up the room.

Parking is available for free on site and refreshments will be provided throughout the day. Official name badges are not required, and uniform is to be avoided. Smart casual will do!

#### On the day...

We are hoping that somewhere between 100 and 150 people from the Lewisham area will attend. There will be 25 tables set up, each with 5-6 residents and one table host (you!).

There is no seating plan - residents can sit where they want and are free to move around the room to help themselves to refreshments throughout, or even move tables to join in other conversations if they wish.



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#### DURING THE EVENT



#### WORLD CAFÉ ETIQUETTE



#### SMALL GROUP ROUNDS



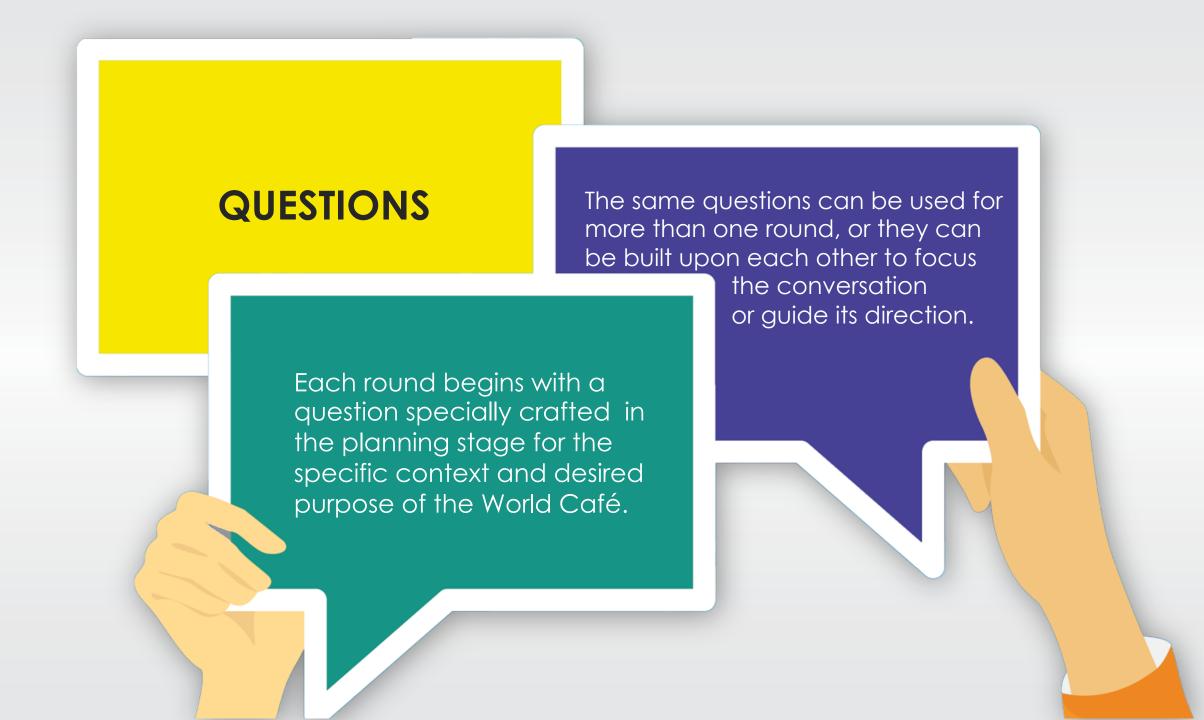




The process begins with the first of three or more, twenty minute, rounds of conversation for the small group seated around a table.

At the end of the twenty minutes, each member of the group moves to a different new table.

The "table host" welcomes the next group and briefly updates them on what happened in the previous round.



**HARVEST** 

Share insights or other results from their conversations with the rest of the large group

The tablecloths are collected.

Recording in the front of the room? (Visual Minutes/Films)



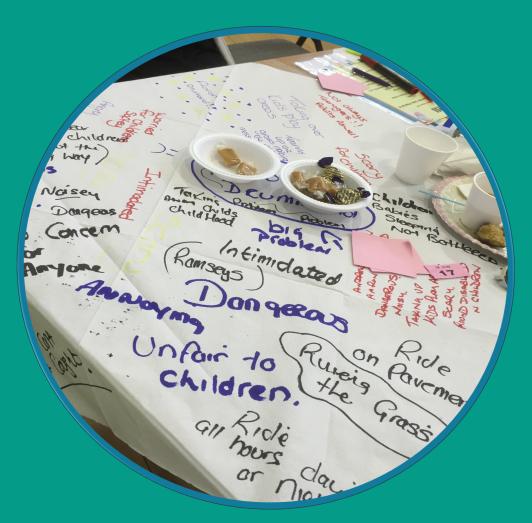




QUICK FEEDBACK

#### POST EVENT

- Your tablecloths will have been collected
- The data should be coded and analysed
- Themes coming from the event should be collated
- A report of findings should be shared with those attending, as well as those involved in planning





## LEARNING OUTCOMES FOR TODAY

To understand the roles and responsibility of the World Cafe

To understand the philosophy and history of the World Cafe



To plan and deliver a World Cafe

