

PLEDGE TO LISTEN

TRAINING GUIDE



TAKE OUR PLEDGE TO LISTEN

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“LISTENING” TRAINING (LEVEL 1)

During an increasingly complex time that is riddled with rapidly evolving communication ecosystems, developing a strong listening skillset is key for transcending divides. With this knowledge in mind, Millions of Conversations has designed a Pledge to Listen basic training module to help community members hone listening skills to engage productively in difficult conversations. This includes around hot-button issues of the day, including conversations that directly touch upon the core of one’s identity, values and principles.

Through Millions of Conversations’ PTL “Listening” Training, participants will be able to (i) review the science behind having difficult conversations; (ii) identify essential listening skills to engage effectively with other people both online and offline; (iii) discuss the impact digital tools (including AI) are having on people’s ability to productively engage with each other; (iv) review how to address existing trust deficits and build trust; (v) apply skills to navigate difficult conversations with a goal of realizing consensus-building outcomes; and (vi) practice having difficult conversations with case studies.

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“FACILITATION” TRAINING (LEVEL 2)

Building on the “Listening” Training Module, Millions of Conversations has designed a “Facilitation” Module to train participants on how to facilitate difficult conversations.

Through Millions of Conversations’ PTL “Facilitation” Training, participants will be able to (i) define fundamental rules for engagement that are established by participants; (ii) identify complex group dynamics in difficult conversations; (iii) acknowledge, analyze, navigate and engage varying power dynamics within the group; (iv) learn how to effectively communicate the conversation topic in ways that will increase the likelihood of productive outcomes; (v) demonstrate how to sequence and pace difficult conversations with other participants; (vi) practice facilitating these difficult conversations through case studies; and (vii) plan 1-2 difficult conversation facilitation sessions within their respective communities.

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“MEDIATION” TRAINING (LEVEL 3)

Building on the “Listening” and “Facilitation” Modules, Millions of Conversations has designed a “Mediation” Module to train participants on how to mediate difficult conversations.

Through Millions of Conversations’ PTL “Mediation” Training, participants will be able to (i) identify “rules of engagement” for difficult conversations with groups experiencing painful friction; (ii) recognize the science behind mediation; (iii) discuss the current environment that participants are experiencing both online and offline; (iv) illustrate effective sequencing techniques; (v) utilize mediation skills to bridge divides; (vi) apply a methodology designed to disrupt negative norm-setting cycles; (vii) apply a methodology designed to establish positive norm-setting cycles; and (viii) practice mediating difficult conversations with a trained Millions of Conversations mediator.