

DISCOVERY AND ACTION DIALOGUE (DAD)

Discover, spark, and unleash local solutions to chronic problems

Discovery and Action Dialogue (DAD) is a method that enables participants to autonomously find new approaches to performing their work routines. This method offers participants access to a new thinking process and equips them with practical problem-solving skills to open up to positive change. Participants work in groups to explore a shared chronic problem or challenge encountered in their daily work and jointly create potential solutions by following a conversational structure under the facilitator's guidance.

Purpose: Information exchange, Knowledge construction

Group size: < 20

Duration: 1 - 2 hours

Multilanguage fit: no

Level of interaction: high

USE THIS METHOD:

- Generate ownership among people doing the work, avoiding someone else's best practices and strategies.
 - Discover tacit and latent behaviors that are positively divergent.
 - Generate changes that are sustained because they are developed by the people doing the work.
 - Solve local problems locally and globally and transmit momentum across units.
 - Use as an ethnographic data collection tool within a multi-site research project.
 - Research and find actions to build professional competencies.
 - Use in a one-on-one conversation about how to approach a challenge.
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STEPS TO APPLY THE METHOD: _____

Preparation

1. Define the purpose of the learning activity and the main topic for the online session.
2. Identify the problem that participants share and that needs to be discussed during the session. For example, strategies used to improve gender balance in decision making.
3. Define the number of participants for your session and their characteristics. The more diverse in roles and experience the better. Note: Participants need to feel comfortable and safe during this session for them to open up and share.
 - Plan a warming-up activity. For instance, if appropriate, you can use introductions or an anecdote.
4. Identify an external person who can support you in taking notes during the session.
5. Define the tool that you will use and familiarize yourself with its functionalities.
 - Design and prepare the online space for participants to join the session.

Delivery


1. Brief the participants about the topic to be discussed, and explain the purpose of the learning activity and of the two roles.
 - The facilitator structures the conversational session.
 - The note taker silently records key insights and action ideas in writing.
 - Present your note taker.
 - Participants share their experiences.
2. Start your warming-up activity.
3. Explain the learning activity:
 - The facilitator starts with a question.
 - Cameras and microphones are enabled for the facilitator, and the participants, and disabled for the note-taker.

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- Participants share their thoughts one by one without a specific order.
 - As the session progresses, participants are asked seven questions (do not reveal yet) all relating to the shared challenge.
 - Once all questions have been asked, the note-taker shares insights from each question with the facilitator.
 - All debrief on the session and its outcomes.
 - 4.** Start the learning activity by asking an opening question to the participants. Invite them to contribute by sharing stories from their own context and experience and “sift” for action opportunities. For example, an opening question could be: What can you possibly do to let a gender mainstreaming strategy fail?
 - Allow participants to share their stories until no one has anything else to add.
 - 5.** Continue asking the following questions, one by one.
 - 1. How do you know when [the problem] is present?
 - 2. How do you contribute effectively to [solving the problem]?
 - 3. What prevents you from doing this or taking these actions all the time?
 - 4. Is there anyone you know who is able to frequently [solve the problem, overcome barriers]?
 - 5. Do you have any ideas?
 - 6. What needs to be done to make it happen? Any volunteers?
 - 7. Who else needs to be involved?
 - 6.** Close the session for participants
 - Introduce a short break.
 - 7.** Study the key insights and action ideas noted during the session.
 - Quickly debrief with the note taker.
 - 8.** Open a final discussion with all participants using the notes.
 - Consider sharing your screen with the notes.
 - 9.** Conclude the learning activity by XXX
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Recommendations

- Keep the dialogue unfolding in the participants' local context.
- Make sure to talk less than participants.
- Demonstrate genuine curiosity in everyone's contributions without answering the questions yourself.
- Draw out stories that help participants to increase understanding from a small example of behavior change to a broad change in values or a shift in resource allocation (or both).
- Depending on the topic, the size of the group, and the time available, the learning activity can be designed using instant messaging tools to answer the questions. Then, powerful stories/behaviours/actions can be selected and shared with the whole group.

TOOL TIPS:

Creative warm ups, icebreakers <https://mbcollab.com/blog/six-creative-warmups-to-get-your-team-in-the-right-mindset>
