

TOOL DESCRIPTION

Dialogue Map








The dialogue map is a simple tool that can be used after an important presentation to help workshop participants organize their thoughts, opinions and feedback, enabling a discussion in small groups or the plenary session.

Our dialogue map is based on the original facilitation technique and visual tool “Dialogue Mapping” developed by Jeff Conklin in the 1990s. It is particularly useful for structuring group dialogues on complex problems or decisions. Dialogue mapping typically involves visually mapping out the key ideas, arguments and relationships between them. This approach helps participants understand the conversation more clearly, identify areas of agreement or disagreement and ultimately make more informed decisions.

The dialogue map is a simple template designed around a handful of reflection questions and based on the topic up for discussion. While some questions always stay the same, some highly specific questions can also be included in the template by adding new fields or adapting existing questions.

Duration 1–2 h	Participants 12–120 people	Facilitation dialogue map template printed out
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Dialogue Map | Process

Preparation 1–2 h 	Introduction 5 min in the workshop 	Individual reflection approx. 7–10 min 	Discussion 15–45 min depending on the setting 	Summary approx. 30 min 
<p>Prepare the questions for the dialogue map ahead of time together with the sponsor of the session.</p> <p>Make sure the questions fit the presentation which the participants shall reflect on with support from the dialogue map.</p>	<p>Share the structure of the dialogue map with the audience and explain the process:</p> <ol style="list-style-type: none">1. Individual reflection of the input just presented.2. Discussion on small groups.3. Summary in the plenary session.	<p>Start by explaining some standard guidelines for the reflection:</p> <ul style="list-style-type: none">• Everyone's input is relevant: write down YOUR opinion.• Everything you do not write down will not be taken into consideration.• There is no right or wrong. <p>Guide the participants through the questions. Provide 1 min of reflection time for each question. Ask for silence in the room.</p>	<p>Present some standard guidelines for the discussion:</p> <ul style="list-style-type: none">• Make sure everyone is heard and ask more questions to gather more detailed info: Allow yourself to be surprised what other people think, feel and say.• Make sure there is at least one person who keeps track of the time.• Reminder: There is no right or wrong! <p>This process step might be designed with many small group discussions without facilitation (4–5 people max.) or in larger groups facilitated by members of the management (12 people max.).</p>	<p>Let every group shortly summarize the discussion in the plenary session and ask for highlights. Use questions like:</p> <ul style="list-style-type: none">• On a meta level: How was the discussion?• Which arguments were discussed the longest?• Where did you have full agreement in the group?• Where did you uncover contradictory viewpoints?

Dialogue Map | **Template**

TOPIC

1 What are your first thoughts after the presentation?

4 Which aspects do you have the strongest concerns about?



5 What opportunities do you see for the organization as a result of the change?

2 Which questions would you like to ask? Now?

3 Which aspects can you fully endorse?

6 What do you need to feel well equipped for the time ahead?

