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**PARTICIPANT WORKBOOK COVER**

The Living Dialogue on Health and Care  
Facilitators Guide and Workbook  
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# **The Valeo Initiative Living Dialogue on Health and Care**

## **PARTICIPANT WORKBOOK**

This section contains material that is given to every participant of a Living Dialogue Workshop. Generally this material is bound together into a Workbook. Copies are available from The Valeo Initiative.

Included in this Section are:

- 1) Participant Agenda**
- 2) Handouts of Slide Presentation**
- 3) Living Dialogue Questions**
- 4) Guideline for Conducting an Interview**
- 5) Exercise Guidelines**
- 6) About The Valeo Initiative**

You should feel free to modify this Workbook to suit your own needs. You may wish to add your own cover, information about your own organization, or a list of local resources.

# Sample Agenda

## Living Dialogue – Group Conversation on Health and Care

### Purpose:

- To inspire people to think and act constructively about health and care.

### Objectives:

- Uncover stories about experiences of exceptional health and care.
- Share positive examples of taking charge of one's own health and care.
- Identify opportunities to empower people and communities to pursue dreams of “what could be.”
- Share themes with others to create a “public voice” about the possibilities for health and care.

8:00

### Welcome

- Introductions.
- Purpose of the Living Dialogue Project.
- Participant Introductions.
- Introduction to Appreciative Inquiry.
- Guides for conducting a Living Dialogues.

8:15

### Paired Conversations

- Modeling Exercise.
- Pairs work through Question 1.
- Small Group Debrief.
- Large Group Debrief.
- Pairs Work through Questions 2-3.

9:30

### Break

9:45

### Summarization of Stories & Identification of Themes

- Small Group Debrief of Questions 2-3.
- Identification of Themes.
- Debrief to Large Group.

10:45

### Provocative Propositions

- Small Groups identify elements for Provocative Propositions 1&2.
- Small Groups identify related action steps.
- Large Group Debrief.
- Large Group identifies Powerful Patterns.

11:30

### Debrief:

- Action Now!
- Next Steps for Group.
- Reminder about inclusion of stories in The Valeo Initiative's materials.
- Individual evaluation forms to be completed and collected.

noon

### Adjourn

INSERT—SLIDES  
HANDOUTS  
3/PAGE

## **Living Dialogue Questions Paired Conversations**

*We believe that it is within the power of every individual to have a positive effect on their life and their health. Today we have a chance to learn from each other's spirit, strengths and inner knowledge by hearing each other's stories about health and care—a living dialogue.*

**1. Think about a time that you felt especially healthy and alive .**

- Tell me the story.
- Why was it powerful? (Condition)
- What are the good things about you that helped make this a special time? Did you learn anything new about yourself? (Asset)
- Who else was involved and how did they help? (Asset)
- Was there anything else that helped make this time special? (Asset)

**2. When people are not feeling healthy, they often need care from others. From time to time we have the opportunity to experience wonderful care given by one human being to another.**

*Think about a time when you, or someone you know, got wonderful care. It might have been from a doctor, nurse, or aide; in a hospital; at home; or some other place having nothing to do with healthcare.*

- Tell me the story of this wonderful caring. What made it so special? (Condition)
- How did you help? (Asset)
- How did others help? (Asset)
- Was there anything else that helped make a difference? (Asset)

**3. More and more people are taking an active role in making decisions about their health and the health of their families**

- Tell me the story about how you made an important decision about what to do when you were sick or someone in the family was sick. If you can't think of your own story, you can tell a story about someone you know. (Condition)
- How did you know what to do? (Condition)
- What was it about you (or this person) that enabled you (them) to make these decisions? (Asset)

# PROVOCATIVE PROPOSITIONS

## *Questions to stretch our imagination*

### **1. Imagine that everyone could be in charge of their own health and care**

- What are the most important things they would need to do a good job?
- What could you do now to be more in charge of your own health and care?
- What could others do to help you feel more comfortable about your decisions?

### **2. Your health and the health of your family are affected by what happens in your community. **Imagine that you live in a truly healthy community.****

- What would be different from the way things are now?
- What could you do right now? What role do you see for yourself?
- What steps could your community take now to ensure a healthy future?

## Guidelines for Conducting the Paired Interviews

- Use the dialogue questions.
- Let the individual tell his/her story. Please don't give your opinions about their experiences. Wait to tell your stories until you are being interviewed.
- Here are some possible questions to use to probe further:
  - Tell me more.
  - Why do you feel that way?
  - Why was that important to you?
  - How did that affect you?
  - What was your contribution?
  - What do you think was really making it work?
  - How has it changed you?
- Be genuinely curious about their experiences, thoughts, and feelings.
- Some people will take longer to think about their answers—allow for silence.
- If somebody doesn't want to, or can't answer one of the Dialogue questions, that's okay; let it go.
- Be listening for great quotes and stories – document these for sharing.
- Write a brief description of the story for each question. Be sure to include the Conditions and Assets that contributed to the story. You will see that we have included questions that ask about conditions and assets.
- Valeo would like to include some of your stories  our website and in written materials. Ask your partner if he or she is willing to share their story. If yes, make sure they write down their contact information on your Interviewer Note Form so members of The Valeo Initiative can follow-up.

# WORKSHOP EXERCISES

## Theme Identification

### Definition

A theme is an idea or concept about what is present in the stories that people report are the times of greatest excitement and creativity. For example in many stories you may hear that when the topic covered by the question is at its best, people report “a feeling of success” or “clarity of purpose” or “fun and excitement.” These phrases are themes.

### Theme Identification in Small Groups

- Use flip chart theme template for each question. Pick a scribe to record.
- Identify major themes present for each question.
- Include major themes for each of the Conditions & Assets.
- You can brainstorm ideas for themes as a group. Identify any theme(s) present for all participants or any theme that crossed multiple questions.

Provocative propositions take us into the Dream Phase of Appreciative Inquiry. They are statements developed by the Group that are meant to define the dream--challenging us to go beyond the status quo.

## Provocative Proposition

Provocative Propositions are statements that are meant to stretch our imagination about what could be. In this section we are identifying important ideas and actions that should be included in a Provocative Proposition.

The Valeo Initiative intends to review work done by all groups in this section of the workshop to actually create some Provocative Propositions and recommended Action Steps. As follow-up, you may want to reconvene this group, or a subset of this group, to translate the work to Provocative Propositions and recommended Action Steps for your community.

### Provocative Propositions in Small Groups

- In small groups, respond to Provocative Propositions 1 & 2.
- Scribe should write down responses on templates.
- Use a brainstorming technique. Move quickly through each question.
- Identify the 4-5 most important things people would need to take charge of their own health. Identify related action steps.
- Identify 4-5 most important things that would be different if we lived in a healthy community. Identify related action steps.

## **The Valeo Initiative Vision (The Dream)**

### **To create an epidemic of health\***

#### **Mission (Purpose of the Organization)**

To inspire and support people-centered health and care-- where people actively pursue and take responsibility for health; where care is centered around the individual and their families; and where public policies support healthy people and communities.

#### **Organizational Strategies**

The following strategic goals will be accomplished collaboratively with organizations, institutions, groups and people who share our vision.

##### **1. Public Voice**

- Create vehicles for people to:
  - Define good health and care on their own terms
  - Define the roles they wish to play in improving health and care
  - Discuss the consequences of those definitions on the ways that health is achieved and care is delivered and financed.

##### **2. Public Education**

- Encourage people to actively pursue health and engage in healthy behaviors
- Identify opportunities for people to assume greater responsibility for improving health and care for themselves, their families and their communities
- Identify opportunities and create mechanism to improve health literacy—the degree to which people can obtain, process and understand basic health information and services they need to make appropriate health decisions
- Disseminate ideas and findings widely, through a variety of modalities, to ensure the greatest possible impact

##### **3. System Change**

- Identify ideas and actions that could contribute to the development of people centered health and care
- Identify strengths within the current system that promote people-centered care.

\* the phrase "it is possible to create an epidemic of health" was used extensively by Jonas Salk.