

Dialogue means thinking together...



"The Other is always more than one can ever grasp..."

**DIALOGUES
&
DESIGN**

"For the word there is nothing more terrible than a lack of response..."



Dialogical approach

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What about dialogues?

*“We know how to discuss and we are having dialogues daily.
What’s the point?”*

First dialogues

“Our brains are built in a dialogical, intersubjective way. We experience life in many voices from the beginning. This is the basic experience of life. I am not born as an individual, I cannot exist alone. I am born into relationships and I live in relationships.” (Jaakko Seikkula 2009, 4)

“Life is not psychology, it is music.” (Trevarthen, Stern, Bråten)

“Most parents and caretakers have experienced how their babies in the first months of life appear to complement them in a finely tuned interplay of mutual fulfilling and follow-up of gestures and expressions. Even in the first weeks after birth mother and child can achieve such coordination of expressions and movements in a sort of circular dance of mutually completing and interwoven bodily motions.” (Bråten 2009, 190)

Mirror neurons

"We see ourselves in the Other." (mirror neuron researcher Mark Iacoboni)

"Mirror cells are premotor nerve cells that are activated both when activity is performed and when it is observed ... Observation of activity causes the viewer to automatically activate in the same nervous system than the act itself activates ... Shared intersubjective we-centric state, which is mirrored by the mirroring mechanisms, are essential for newborns and infants to attach themselves to the social world, but increasingly it also has a different meaning. It provides the self with the ability to simultaneously identify with and differentiate from one another." (Gallese 2011, 1-9)

Respecting the Otherness

“The Other is always more than one can ever grasp. It is this foreignness, difference, otherness that makes dialogues both necessary and possible (Lévinas 2004)

“Every person occupies *a unique place in her/his network of relationships* – and there is and cannot be anyone else in exactly the same place.” (Shotter 1993)
Thus, *every perspective is unique and different.*

“For the word (and, consequently, for a human being) there is *nothing more terrible than a lack of response*” (Bakhtin, 1984, 127)

The difference between a discussion and a dialogue

DISCUSSION:

a conversation where participants express and defend one's own position

- conclusion: final decisions

In traditional conversation, the customer's voice is not heard, and the experts control the situation.

DIALOG:

a dialogue where people think together

- there are many perspectives
- no one is wrong
- one's position is only seen as a step towards a new understanding
- the focus is on listening
- **the result is something new for everyone**

A dialogue is thinking together

“In an ordinary conversation, the participants make a point and argue it. Dialogue, on the other hand, is a conversation where the participants build on each other’s contribution. In a dialogue, participants are willing to let go of their pre-set ideas and listen to the contribution of others and, thus, are open to ideas generated as a result of this joint interaction which would have otherwise gone unnoticed.

In other words, your opinion is not final, but a step towards the ultimate outcome. The aim of dialogue is to gain a new insight, a new understanding of an issue. However, it does not seek consensus, but to appreciate how others think. Thus, the secret of dialogue is that no one will know where it leads. Therefore, dialogic methods are ideal for acting appropriately differently.” (Arnkil & Erikson 2009, 36)

What is not a dialogue or dialogical?

- an un-facilitated discussion in which being heard is based on everyone's ability to take the speaking turn
- debate
- argumentation and counter argumentation to find the most qualified position
- decision-making meeting
- etc.

Dialogical approach

It is a question of

- interaction and relational work
- I – You >< I – It
- facing the Other with respect
- listening; being heard is very important
- polyphony, enriching ideas and developing thoughts
- external and inner dialogues
- anticipation and focusing to the future

Anticipation dialogues

- recalling the good future
- dialogues on good practices
- zones of worry
- taking up one's worries
- "puimala" = "grains and chaff"
- the first team
- etc.
 - focus on anticipation
 - facilitated dialogues with a structure

Open dialogues

- dialogue is thinking together
- equality of discussion: the helper and the client are both experts
- genuine interest in another's message
- active disclosure and commenting of one's own perceptions
- the focus of therapeutic action is to create dialogue - not to change the patient or the family
- new words and a new common language for untold experiences
- **"Listen to what people are saying, not what they mean."**

(Seikkula 2017: Open Dialogues)



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Thank you!

<http://diades.net>