

Leading Learning Across the Community (Part II)



***We Represent
The Human
Side of Doing
Business***



The National Civility Center is a not-for-profit organization established in 2000 to help people make their communities better places to live.

We believe that a comprehensive approach to community improvement - one that engages all local stakeholders around shared ideas and a unified plan for action - can help community members and organizations become more effective at solving tough social issues.

Scope of Work

- Facilitate dialogue gatherings
- Share and disseminate information
- Encourage field testing of ideas
- Connect people and organizations
- Promote comprehensive community partnerships
- Design a better method of measurement



Some of Our Gatherings

- **Inaugural Convening:** April 10th-12th, 2001, in Muscatine, Iowa.
- **Convening of Grassroots Leaders:** The communities represented were Columbus, Indiana; Branson, Missouri; Tupelo, Mississippi; Kansas City, Missouri; St. Joseph County, Michigan and Muscatine, Iowa.
- Our third convening (March 4-5, 2002) was titled: **Private-Sector Investment in Community Improvement.** This convening was an open-space dialogue process where a number of clear messages emerged from the participants. The National Civility Center will use these findings to continue working as a catalyst in helping communities become better places to live.
- The topic of private-sector investment in community improvement seems to be striking a chord with many communities. Following the event in Muscatine, March 4-5, 2002, we were invited to Tupelo, Mississippi, to hold a similar event with key leaders in their community.
- Muscatine was the site of the June 1-3 (2004) gathering co-sponsored by the Aspen Institute Roundtable for Community Change and the National Civility Center. The event was entitled **Successful Change Strategies in Corporations and Communities.**
- In June of 2006, NCC, The Aspen Institute, the United Way for Southeastern Michigan, and Daimler-Chrysler hosted a gathering title: **Innovations in Working Across the Community** at the Walter P. Chrysler Museum in Auburn Hills, Michigan. Local participants have continued to meet on a regular basis to confront major issues that keep the Detroit Metro region from making the significant community improvements that will be necessary if true economic and social recovery is to take place.

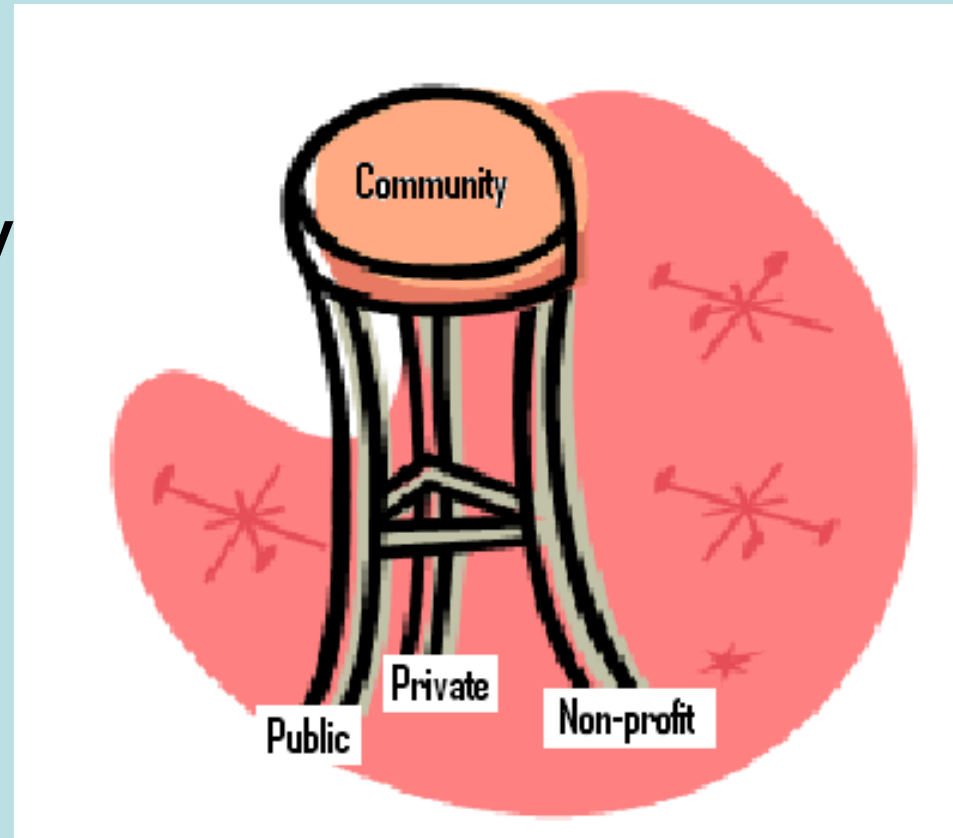
Worked or Working With

- Traverse City Area Public Schools
- Metro United Way-Louisville, KY
- Aspen Institute- Roundtable for Community Change
- National Community Building Network
- Peter Senge- Society for Organizational Learning
- ABCD Institute- Northwestern University
- POS Center- Ross School of Business University of Michigan
- Family Support Network, International



Current Work

- Cross Community work with a variety of Public, Private, and Not-for-profit organizations

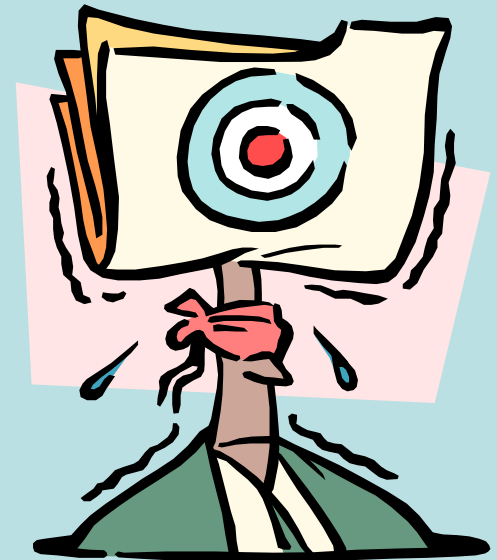
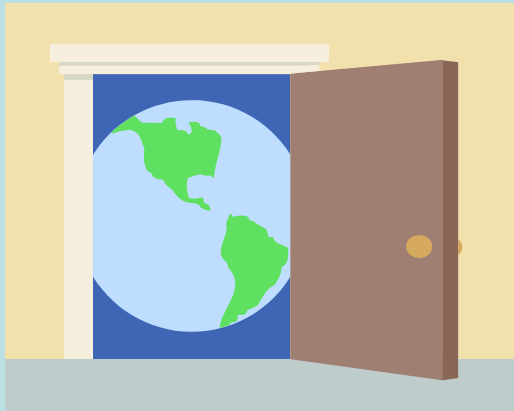


“We are coming to the point in this country where doing what is right is merging with what we need to do to save our national skins”

Marian Wright Eldeman

Bigger Picture

- Broad vs. Narrow
- Abundance vs. Scarcity
- Possibility vs. Fear
- Integrated Action vs. Silo Thinking



Positive Thinking

A Continuum Illustrating Positive Deviance

Negative Deviance

Normal

Positive Deviance

Individual:

Physiological
Psychological

Illness
Illness

Health
Health

Vitality
Flow

Organizational:

Economics
Effectiveness
Efficiency
Quality
Ethics
Relationships
Adaptation

Unprofitable
Ineffective
Inefficient
Error-prone
Unethical
Harmful
Threat-rigidity

Profitable
Effective
Efficient
Reliable
Ethical
Helpful
Coping

Generous
Excellent
Extraordinary
Perfect
Benevolent
Honoring
Flourishing



Deficit gaps

Abundance gaps

Proactive vs. Reactive

Proactive	Vs	Reactive
Fundamental		Symptomatic
Underlying issues		Events, crisis & concerns
Long-term solutions		Short-term solutions
Results evolve over time		Results can be immediate
Changes culture/environment		Nothing really changes
Capacity building		Fixing problems
Involves all citizens		Involves needy/providers
Everyone is equal		Expert - client relationship
Process		Traditional approach
Systems thinking		Random problem solving
Looks for patterns		Sees things separately

It takes a child to raise a village!



Alignment

Internal

Preschool



Elementary



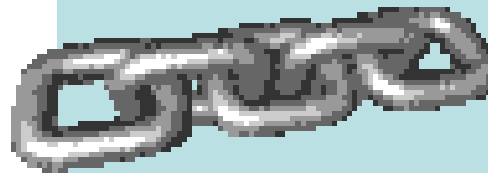
Middle School



High School



Post Secondary



External

Community



Workplace



Government

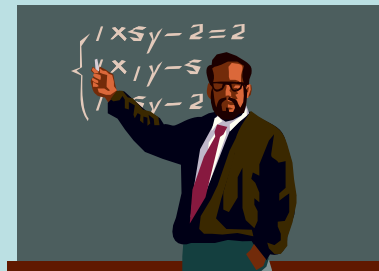


Church



NGO's

Relational Trust – Connected Community



Community Context



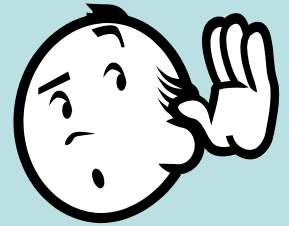
Conditions/Problems/Solutions

Context/Community Culture



- “We only hear what we understand.”

– Goethe



- “The significant problems we face cannot be solved at the same level of thinking we were at when we created them.”

– Einstein



Change

- **Culture of Learning:** Discovery, Shared Sense of Purpose, Possibility Thinking
- **Systems Thinking:** Comprehensive Intentional Approach, Neutral Facilitation, Big Picture-Global Thinking
- **Inclusion:** Broad Democratic Participation, Level Playing Field, Principles of Engagement
- **Multiple Bottom Lines:** Technical Factors and Human Element

A FRAMEWORK FOR CHANGE

- **HIGH QUALITY CONNECTIONS**



- **COLLECTIVE LEARNING**



- **DISCIPLINED ACTION**



Principles of Engagement

- View everyone in positive terms
- Develop a common language
- Build trust and common purpose
- Remember our shared humanity
- Value both the process and its results
- Look for guidance within the community as well as outside it

Unique Private Sector Engagement





- **The Principles of the World Café**
 - Clarify the Context
 - Create Hospitable Space
 - Explore Questions That Matter
 - Connect Diverse Perspectives
 - Encourage Each Person's Contribution
 - Listen Together for Patterns, Insights and Deeper Questions
 - Share Collective Discoveries
- www.theworldcafe.com

- **“The only goal worth talking about is transforming the current school system so that large-scale, sustainable, continuous reform becomes built in.”**

- **The Moral Imperative of School Leadership ~ Michael Fullan**

Jim Collins- Good to Great

- His research is essentially a story of passion, focus, inquiry, and action collectively pursued.
- Three themes:
 1. Disciplined People
 2. Disciplined Thought
 3. Disciplined Action

