

## Civic Dialogue Toolkit

*This toolkit was inspired by several different sources, including: Youth Voices and National Writing Project educational resources (especially work by Chris Sloan); the [Out of Eden Learn Dialogue Toolkit](#) (collaboratively developed by Project Zero and Chris Sloan of Youth Voices); and findings from qualitative research with young people who frequently talk about civic issues on social media.*

### Listening & Bridging Dialogue Moves

Visible listening moves show in words that you are reading and paying attention to what other people are saying in a conversation. This practice is especially important in online communication. Bridging moves focus on the relationships between people involved in a dialogue.

- **Notice:** What stands out to you or catches your eye in this person's post? In other words, what do you notice in particular? Be specific.
- **Appreciate:** Share what you like, appreciate or value in the post you've read. Be specific.
- **Probe:** Probe for more details. Ask questions that will help give you a better sense of another person's perspective.
- **Extend:** Describe how the post extended your thoughts in new directions or gave you a new perspective.
- **Snip:** Cut and paste a phrase or sentence from the original post into your comment. Ask a question about it or say what you find interesting or important about what is being said.
- **Connect:** Make a connection between something in the post and your own experiences, feelings (empathy), or interests.
- **Reflect back:** Say what you think you're hearing. "What I hear you saying is... Is that what you're trying to say?" The goal here is to confirm your understanding of what is being said and to get on the same page.
- **Acknowledge:** Mention an idea or point made by another person as part of your comment. The goal here is indicate that you heard them ("I hear your point that...") before sharing a perspective.
- **Take Perspectives:** Consider an idea, belief, or story from another person's point of view and describe what you might think or feel. ("If I were in your shoes, I imagine ...") Combine with a *Probe* or *Reflect back* to ask how your interpretation might be similar or different from that person's point of view.

## Voicing & Persuading Dialogue Moves

Voicing moves are about sharing ideas. Persuading moves have the goal of convincing someone to hear, understand, or agree with your perspective or position on an issue.

- **Storytelling:** Share a personal story that reveals an important idea, perspective, or belief that you are trying to help others understand.
- **POV:** State your point of view (POV), position or opinion on an issue.
- **Educate / Inform:** Share information or content with the intention of helping people understand an issue better. Often done via hyperlinking to an article or information source.
- **Question:** Pose critical questions about a claim, evidence, or position someone has taken.
- **Challenge / Rebut:** Present counterevidence or an alternative perspective to a position someone has stated.