

What is Civic Engagement Interpretation?

...Encourages and facilitates opportunities which are open and participative to foster outcomes which allow visitors to:



Connect

Reflect/Express

Participate

Act

Partner

Interpretation is...

- *A communication process that facilitates opportunities for audience members to make their own intellectual and emotional connections to resource meanings*
- *Based on the philosophy that people will care for what they first care about*

Respect

*Recognize, Acknowledge and Respect
Multiple Perspectives*

Visitors' Bill of Rights

All park visitors have a right to:

- ✓ Have their privacy and independence respected
- ✓ Retain and express their own values
- ✓ Be treated with courtesy and consideration
- ✓ Receive accurate and balanced information

Experience

Make It Real & Site-specific



Collaboration

...Move the encounter beyond the political to engage in collaborative dialogue.



Collaborative Dialogue

Use a suite of appropriate facilitative techniques to provide a safe environment for visitor discourse, leverage controversy and invite understanding."



Facilitation

Presenter

- ✓ Transmits information
- ✓ Provides the right answer
- ✓ One-way communication
- ✓ Self-focused

Facilitator

- ✓ Guides discussion
- ✓ Provides the right question
- ✓ Two-way communication
- ✓ Actively focuses on the resource and the visitors

Facilitation

- *Strives for discovery and new insights*
- *Guides and adjusts based on the cues and characteristics of the audience*
- *Brings the outcome out of the group, leads them to discover it for themselves -- to foster ownership*
- *Defers skepticism by enabling self-exploration and discovery and analysis of pre-held opinions*
- *Creates a safe and encouraging environment for dialog and participation*

Collaborative Dialogue Techniques

- ✓ Pose appropriate and thought-provoking questions for an audience to consider
- ✓ Model appropriate behavior by asking for thoughts or responses
- ✓ Rephrase direct statements from audience members into questions for the whole group to consider
- ✓ Understand how to take advantage of the knowledge, experiences, and opinions of the audience

Collaborative Dialogue Techniques

- ✓ Develop techniques to “leave it hanging”
- ✓ More important to come up with the right questions, rather than the right answers
- ✓ Understand that it’s okay that some questions go unanswered and be able to encourage the audience to accept that, too
- ✓ Develop rhetorical questions that challenge people of all persuasions/values/beliefs to think critically about why they think the way they do