

What results come from dialogue-to-change programs?

Kind of change	How does it happen?	Example
Changes in individual behavior and attitudes	Participants develop a deeper understanding of the issues and of each other, and see that others in the community care about making a difference.	A participant in a community-wide program on racism decides never again to let racist remarks go by without a comment. After participating in dialogue circles on violence, senior citizens begin to volunteer at the Boys and Girls Club.
New relationships and networks	Trust and understanding develop between participants in the dialogue.	Following dialogue circles on community-police relationships, young people and police officers in the neighborhood set up regular weekly meetings.
New working collaborations	Individuals and organizations develop new relationships and new ideas for solutions.	After dialogue circles on neighborhood issues, residents, police officers, and mental health advocates create an emergency team to help mentally ill people who wander the streets.
Changes in public policy	Public officials play a part in the dialogue circle organizing, and make a commitment to work with citizens in implementing the outcomes. OR Public officials take part in the organizing <i>and</i> dialogue process. Through their participation, they gain new insights that have an impact on their policymaking. OR Information from the dialogue circles is collected and reported to people making decisions or developing policy.	After a round of dialogue circles on education, a diverse group of participants develop a plan for the county schools to close the achievement gap between the races. The school board—a leading organizer of the circles—decides to fund the plan and work with the community in implementing it. After participating in dialogue circles, a school superintendent creates new policies to empower parental involvement in the district's schools. A report from the dialogue circles in a large community examining growth and sprawl is presented to the planning board. The planning board, in turn, uses this information to help shape its ten-year comprehensive plan.
Institutional changes	Leaders or members of an institution participate in the dialogue circles. Because of the insights they gain, they decide to make changes within their institution that have an impact on the larger community.	After participating in dialogue circles on racism and race relations, leaders of several banks decide to work with other members of the community to improve banking services to the city's communities of color.
Changes in community dynamics	Over several years, hundreds of people participate in dialogue circles, creating a critical mass of people involved in community work.	After several years of community-wide dialogue on race relations and racism, democratic and inclusive principles and behaviors begin to emerge in all kinds of settings—public meetings, schools, and workplaces. Throughout the community, people note a heightened sense of being part of a real community. People or groups who usually oppose one another are finding it possible to work together.
Changes in a community's public life	Once people see the benefits of large-scale dialogue leading to action, they decide to make it an ongoing part of how their community works.	Following a round of dialogue circles on education, a school district decides to conduct dialogue circles on a regular basis to increase citizen involvement in creating and implementing its annual school improvement plan.