

Towards the Design of Innovative Spaces for Deep Dialogue and Insight Formation

Emergent Research Forum paper

Nikunj Dalal
Oklahoma State University
nik@okstate.edu

Marty Heitz
Oklahoma State University
marty.heitz@okstate.edu

Abstract

How do we design innovative dialogue spaces where significant insights can arise among stakeholders? Deep dialogues involve listening without resistance, suspending of assumptions, and reflective learning in a collective spirit of flow among the participants. In pioneering projects by Bohm, Krishnamurti, Senge, and Isaacs, deep dialogues have been used to understand or resolve complex issues ranging from industrial disputes and initiatives for social change to existential suffering. Traditionally, deep dialogues have been conducted in-person in one place at one time but rapidly advancing information technologies promise interesting new possibilities for digital and blended spaces. Existing digital dialogue spaces such as discussion forums and social media are limited. Appropriate dialogue design with technologies may facilitate effective dialogue and the formation of insights. Drawing upon contemplative practices, communication research, and IS theories, this work has been initiated to propose, explore, develop, test and understand best practices for designing better dialogue spaces.

Keywords

Deep dialogue, communication, information technologies, insight, dialogue spaces, design, contemplative practice