

Dialogue Mapping: Building Shared Understanding of Wicked Problems

Jeff Conklin

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In contrast to the use of agendas and restrictive structures, dialogue mapping is a facilitation technique that allows the intelligence and learning of the group to emerge naturally. Each participant can see how their comments contribute (or don't) to the coherence and order of the group's thinking. The first full-length book to bring dialogue mapping to a wider audience, Dialogue Mapping provides an exciting new conceptual framework that will change the way readers view projects and project management.



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