

Carnegie Mellon Community Think Tank



While Working at Your Table, Focus on Our Two Questions:

- How can workers and management communicate more effectively on the job about issues that are important for everyone, including the customers?
- How can workers and management treat each other with respect, even when faced with cultural differences and stressful problems at work?

A Think Tank Community Problem Solving Dialogue works by using these three strategies:

- **Telling the Story Behind the Story**
- **Imagining Good Rivals**
- **Considering Options and Outcomes**

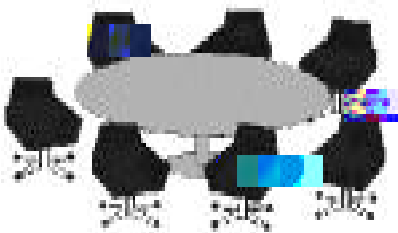
In this Community Think Tank, we are focusing on Options and Outcomes for our two questions. Your role as a Think Tank Partner is:

1. I am following you. . . **tell me more.**
2. Help me understand: What is your **key point**? Your **purpose** in saying that?
3. But what if **someone else** listening to you would say. . .?

The Role of a
Planner—offers ideas about the questions at hand.
Supporter—helps the Planner develop those ideas by asking the following kinds of questions:

We develop our Options and Outcomes as a team.

As a **Supporter**, one of these questions might help your partner to **expand** his or her ideas:



What do you mean?
How so? (How would you do that?)
Such as? (Give me an example.)
How do you know? Why? But what if? **Why not?**
So what? (*what's the point?*)
How does that connect to our question?