Exercise #6
When You Disagree: A Learning Conversation Used as Indirect Feedback

One of your library's senior leaders told you that when she visited a busy branch today she came back resolved to charge a fee to people who do not pick up books they have reserved. She says that the reserve shelves are full and the staff spends too much time obtaining books for people who never pick them up. You believe this is the wrong thing to do.

In your table group, come up with:

- Three open-ended questions that you could use to engage the leader in a conversation and learn more (Inquiry)

- Three statements that would help you share your thinking with the leader and allow her to learn more (Advocacy)

(If you do not like this scenario, or if you currently have an issue of disagreement with your leaders that you'd like to be able to address, feel free to substitute your own scenario for this one. The issue itself doesn't matter as much as your ability to identify some useful questions and statements to use in your learning conversation.)

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