dialogue the art of thinking together william isaacs

Dialogue: The Art of Thinking Together by William Isaacs

dialogue the art of thinking together william isaacs is more than just a phrase; it represents a transformative approach to communication that challenges the conventional ways we converse and collaborate. In a world dominated by quick exchanges and often superficial conversations, Isaacs' work invites us to slow down, listen deeply, and engage in conversations that foster collective creativity and shared understanding. His insights reveal how dialogue can be a powerful tool not only for resolving conflicts but also for generating new ideas and building stronger connections.

Understanding Dialogue: More Than Just Talking

At its core, dialogue, as presented in *Dialogue: The Art of Thinking Together* by William Isaacs, is about co-creating meaning through mutual engagement. Unlike debate or discussion, where individuals typically defend their positions or aim to win an argument, dialogue encourages openness and curiosity. Isaacs emphasizes that dialogue is about suspending judgment, truly listening, and exploring different perspectives without rushing to conclusions.

This kind of communication is essential in today's interconnected world where collaboration across cultures, disciplines, and viewpoints is increasingly necessary. The book teaches us that when people engage in genuine dialogue, they can access a collective intelligence that surpasses individual knowledge.

The Difference Between Dialogue and Discussion

Many mistake dialogue for discussion, but Isaacs makes a clear distinction:

- **Discussion** is often competitive, aiming to convince others or prove a point.
- **Dialogue** is cooperative, aiming to understand and explore new possibilities together.

Isaacs explains that dialogue involves examining our own internal conversations and assumptions as much as engaging with others. It's a reflective process that transforms how groups think and work together.

Key Principles of Dialogue According to William Isaacs

In *Dialogue: The Art of Thinking Together*, Isaacs outlines several foundational principles that make dialogue effective and meaningful. These principles help cultivate an environment where trust and openness can flourish.

Listening to Understand, Not to Respond

One of the core tenets of Isaacs' approach to dialogue is deep listening. Instead of preparing a rebuttal or planning the next point while someone else is speaking, participants are encouraged to listen fully and empathetically. This active listening allows people to grasp the underlying feelings and intentions behind words, which often leads to richer conversations.

Suspending Assumptions and Judgment

Isaacs points out that dialogue requires the ability to recognize and temporarily set aside our own biases and assumptions. This suspension opens space for new insights and prevents conversations from becoming defensive or closed off. It's a practice that demands humility and patience but yields greater understanding.

Respecting the Collective Process

Dialogue is not about individual brilliance but about collective wisdom. Isaacs stresses the importance of valuing the group's shared intelligence and being willing to let go of personal agendas. This respect for the collective process creates a fertile ground for innovation and problem-solving.

Applying Dialogue in Everyday Life and Work

William Isaacs' concepts extend beyond theory and have practical implications for teams, organizations, and communities. His work demonstrates how adopting dialogue can transform relationships and decision-making processes.

Building Trust Within Teams

Trust is often the missing ingredient in effective teamwork. Dialogue creates a safe space where team members feel heard and valued, reducing misunderstandings and fostering collaboration. When teams practice dialogue regularly, they develop greater psychological safety, which encourages risk-taking and creativity.

Resolving Conflicts Constructively

Rather than avoiding or escalating conflicts, Isaacs' dialogue framework offers a pathway to navigate disagreements constructively. By engaging in dialogue, parties can uncover underlying interests, emotions, and assumptions that fuel conflicts, leading to solutions that are mutually beneficial.

Enhancing Leadership and Organizational Culture

Leaders who embrace dialogue foster cultures of openness and continuous learning. Isaacs highlights that dialogue helps dismantle hierarchical communication barriers and promotes transparency. This cultural shift encourages employees at all levels to contribute ideas and voice concerns, leading to more agile and responsive organizations.

Techniques to Foster Dialogue in Groups

Implementing dialogue in groups can be challenging, but Isaacs provides practical techniques to nurture this art.

- **Setting Intentions**: Begin conversations by clarifying the purpose and inviting participants to engage with openness.
- Creating a Safe Environment: Encourage respect, confidentiality, and non-judgmental attitudes.
- Using Reflective Questions: Ask questions that prompt reflection rather than yes/no answers (e.g., "What do you notice about your reaction?").
- Encouraging Equal Participation: Ensure all voices are heard, especially those who tend to be quieter.
- Practicing Pauses: Allow silence after someone speaks to let ideas sink in and invite deeper thought.

These techniques help groups move beyond transactional exchanges to conversations that generate

shared meaning and insight.

The Role of Self-Awareness in the Art of Thinking Together

A unique aspect of Isaacs' dialogue framework is its emphasis on self-awareness. Dialogue is as much an internal process as it is external. Being aware of one's emotions, thoughts, and habitual patterns of reaction is crucial to participating effectively in dialogue.

By cultivating mindfulness, individuals can notice when they slip into judgment or defensiveness and consciously shift back to curiosity and openness. This self-regulation not only improves individual contributions but also enhances the overall quality of the group conversation.

Mindful Communication Practices

Isaacs encourages practices such as:

- Pausing before responding to check in with oneself.
- Noticing emotional triggers that may cloud judgment.
- Reflecting on assumptions and mental models that shape one's viewpoint.

These practices help create a more conscious and intentional dialogue, enabling richer collaboration.

Why Dialogue Matters in Today's Complex World

In an era characterized by polarization, rapid change, and global challenges, the ability to think together is more vital than ever. Dialogue empowers people to bridge divides, harness diverse perspectives, and innovate collaboratively.

William Isaacs' *Dialogue: The Art of Thinking Together* offers a roadmap to cultivating these skills. His insights remind us that effective communication is not just about exchanging information but about creating new understanding and shared purpose.

By embracing dialogue, individuals and organizations can move beyond fragmented thinking to collective intelligence, paving the way for more thoughtful decision-making, resilient relationships, and creative solutions.

Whether you're a leader seeking to foster better team dynamics, a community organizer aiming to bridge cultural gaps, or simply someone eager to deepen your conversations, *Dialogue: The Art of Thinking Together* by William Isaacs provides invaluable guidance. It encourages us all to slow down, listen deeply, and engage in the timeless art of thinking together.

Frequently Asked Questions

What is the main premise of 'Dialogue: The Art of Thinking Together' by William Isaacs?

The book explores how dialogue can be used as a tool for collective thinking and problem-solving, emphasizing the importance of open communication, listening, and collaboration to achieve deeper understanding and innovation.

How does William Isaacs define 'dialogue' in his book?

Isaacs defines dialogue as a conversation in which participants suspend their assumptions and judgments to explore meaning together, creating a shared space for genuine understanding and collective thinking.

Why is dialogue important in organizations according to William Isaacs?

Dialogue helps organizations break down silos, foster trust, enhance creativity, and improve decision-making by encouraging open exchange of ideas and collaborative problem-solving among members.

What techniques does William Isaacs suggest to improve dialogue skills?

He suggests practices such as active listening, suspending judgment, embracing curiosity, and being aware of one's own thought process to engage more effectively in dialogue.

Can dialogue help resolve conflicts? How?

Yes, dialogue can help resolve conflicts by creating a safe space for parties to express their perspectives, understand each other's underlying assumptions, and collaboratively find common ground or innovative solutions.

How does 'Dialogue: The Art of Thinking Together' relate to leadership?

The book highlights that effective leaders use dialogue to foster trust, encourage diverse viewpoints, and harness collective intelligence, which leads to better organizational outcomes and more adaptive leadership.

What role does listening play in the dialogue process as described by William Isaacs?

Listening is fundamental in dialogue; it involves truly hearing others without interrupting or judging, which enables participants to understand different perspectives and co-create meaning together.

Additional Resources

Dialogue the Art of Thinking Together William Isaacs: A Professional Review

dialogue the art of thinking together william isaacs stands as a seminal work in the field of organizational communication and collective intelligence. William Isaacs, through his detailed exploration, presents dialogue not merely as a conversational tool but as a profound method for collaborative thinking and innovation. This book has gained recognition among professionals, academics, and leaders seeking to harness the power of collective insight within organizations, teams, and communities. As the demands of modern workplaces evolve, understanding the nuances of dialogue as portrayed by Isaacs becomes increasingly relevant.

Understanding the Core Premise of Dialogue in Isaacs' Work

At the heart of Isaacs' thesis is the idea that dialogue is a disciplined form of thinking together, transcending mere discussion or debate. Unlike debate, which seeks to win an argument, or discussion, which often aims to exchange information, dialogue fosters a shared space where participants suspend assumptions and explore collective meaning. Isaacs defines this process as essential for unlocking creative potential and addressing complex challenges that cannot be solved by individual reasoning alone.

The book meticulously differentiates dialogue from other conversational modes, emphasizing four key qualities: suspension, respect, voicing, and listening. These principles facilitate a safe environment where participants can voice their thoughts openly while simultaneously listening deeply to others. The result is a transformative experience that not only surfaces diverse perspectives but also cultivates new ideas grounded in shared understanding.

The Evolution of Dialogue as a Concept

Isaacs traces the roots of dialogue back to ancient philosophies and integrates contemporary organizational theories, offering readers a broad historical and practical context. Drawing on pioneers such as David Bohm and the Socratic tradition, Isaacs situates dialogue as a timeless practice essential for human connection and problem-solving.

Moreover, he addresses how dialogue has evolved in organizational settings—from informal conversations to structured interventions designed to enhance collaboration. This historical lens adds depth to the understanding that dialogue is not static but continuously adapting to the complexities of modern communication landscapes.

Key Features and Benefits of Dialogue According to Isaacs

One of the book's strengths lies in its clear articulation of the practical benefits dialogue offers to organizations and teams. Isaacs argues that fostering genuine dialogue can lead to:

- Enhanced creativity: By encouraging diverse voices and perspectives, teams can generate innovative solutions that might remain undiscovered in traditional meetings.
- Improved decision-making: Dialogue helps move beyond polarized views, creating shared meaning that informs wiser, collectively endorsed decisions.
- Stronger relationships: The process builds trust and mutual respect among participants, which is crucial for long-term collaboration.
- Conflict resolution: Dialogue offers a framework for addressing disagreements constructively, focusing on understanding rather than winning.

These benefits highlight why many organizations integrate Isaacs' dialogue principles into leadership development and change management programs.

Dialogue Versus Discussion and Debate: A Comparative Perspective

Isaacs' exploration distinguishes dialogue from other conversational forms by focusing on intent and outcome. Whereas discussion often aims at persuasion and debate centers on argumentation, dialogue prioritizes collective meaning-making. This distinction is critical for leaders and facilitators who must select the appropriate communication method based on their objectives.

The book includes illustrative examples where organizations shifted from contentious debates to open dialogue sessions, resulting in more inclusive and effective problem-solving. This comparative analysis underscores dialogue's potential to transform organizational culture by fostering openness and reducing defensiveness.

Implementation Challenges and Considerations

While Isaacs is optimistic about the transformative power of dialogue, he candidly addresses the challenges involved in cultivating this practice. Dialogue requires participants to overcome deeply ingrained habits of judgment and defensiveness, which can be difficult in high-pressure environments. Moreover, the need for skilled facilitation is emphasized to help groups navigate the process without reverting to discussion or debate.

Isaacs also discusses cultural and structural barriers within organizations that can impede dialogue. Hierarchical dynamics, time constraints, and divergent communication styles are common obstacles. Recognizing these challenges is crucial for practitioners seeking to embed dialogue as a sustainable practice rather than a one-off exercise.

Techniques and Tools to Foster Effective Dialogue

To assist readers in applying the concepts, Isaacs offers practical guidance on initiating and sustaining dialogue. These include:

- Establishing ground rules: Creating a safe space where all voices are heard without immediate judgment.
- Active listening exercises: Techniques to enhance participants' ability to truly hear and understand differing viewpoints.
- Reflection pauses: Encouraging moments of silence to process information collectively.
- Facilitator roles: Identifying when and how a neutral party can guide the process to maintain focus and openness.

These tools are invaluable for facilitators and leaders hoping to cultivate a culture of dialogue in their organizations.

Impact and Legacy of "Dialogue: The Art of Thinking Together"

Since its publication, Isaacs' work has influenced a wide array of fields beyond organizational development, including education, conflict resolution, and community building. Its emphasis on collaborative thinking resonates with contemporary trends toward participatory leadership and collective intelligence.

Several case studies highlight how companies and institutions that have embraced Isaacs' dialogue

principles report increased innovation, employee engagement, and more resilient organizational cultures. This impact underscores the book's relevance as both a theoretical framework and a practical guide.

The enduring appeal of dialogue the art of thinking together william isaacs lies in its ability to reframe communication as a generative process rather than a transactional one. As the nature of work becomes increasingly complex and interdependent, the need for such transformative dialogue methods is only likely to grow. Isaacs offers not just a methodology, but a mindset—one that invites us to rethink how we connect, collaborate, and create meaning together.

Dialogue The Art Of Thinking Together William Isaacs

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dialogue the art of thinking together william isaacs: Leading Through Conflict Mark Gerzon, 2006 Argues that organisations need mediators, rather than divisive dictators, and outlines the 8 powerful skills required for cross-border leadership.

dialogue the art of thinking together william isaacs: Mehr Dialog wagen! Dirk Splinter, Ljubjana Wüstehube, 2020-05-29 Dialog ist das Wort der Stunde. Ob Klimapolitik, Integration, internationale Krisendiplomatie oder Versöhnung nach Bürgerkriegen - herkömmliche Gesprächsversuche scheitern oft, und sie scheitern meist aus ähnlichen, vorhersehbaren Gründen. Die Autoren zeigen, wie ein wirklicher Dialog aussieht; ein Dialog, der die Kontrahenten auf neue Weise miteinander verbindet und voranbringt. Eine maßgebliche Rolle spielen dabei Moderatoren, die einen Raum schaffen, in dem unterschiedliche Ansichten nebeneinander stehen können. Vom Reden über das Zuhören zum Verstehen kommen - die Autoren entwerfen ein Dialog-Modell, das mehr ist als miteinander reden. Zwölf Erfahrungsberichte zeigen am praktischen Beispiel, wie mediative und moderierte Verständigungsprozesse sowohl innerhalb einer Gesellschaft als auch international umgesetzt werden können. Sie zeigen, dass es sich lohnt, einen solchen Dialog zu

wagen.

dialogue the art of thinking together william isaacs: Der Dialog Eelco de Geus, 2024-07-19 Unsere Kommunikation verläuft schnell. So schnell, dass wir verlernt haben, einander wirklich zuzuhören. Wir argumentieren und diskutieren auf der Suche nach schneller, möglichst konfliktfreier Übereinstimmung und adäquaten Entscheidungen. Wir neigen dazu, unsere Positionen zu verteidigen, statt uns auf einen gemeinsamen Denkprozess einzulassen. Der Dialog bietet einen Rahmen, in dem wir unsere Kommunikation verlangsamen, einander wirklich zuhören und unsere Gedanken gleichwertig mitteilen. Das ermöglicht, unsere eigenen Bewertungen zu untersuchen, sodass wir andere Gedanken wieder zulassen können. So kann etwas Neues entstehen, das wir allein nie denken hätten können. Der Dialog bietet die Möglichkeit zu erfahren, was es bedeutet kollektiv zu denken. Kompakt zusammengestellt bietet Eelco de Geus hier eine Definition von Dialog, beschreibt die Hintergründe, erläutert die Anwendungsmöglichkeiten und vermittelt den Leserinnen und Lesern einen ersten Einblick in den Dialog als Prozess.

dialogue the art of thinking together william isaacs: Gefangen am runden Tisch George Kohlrieser, 2008-04-28 Wer Konflikte und schwierige Situationen anpackt und mit der Macht des Dialogs löst, schafft es, das eigene Potenzial und das der Mitarbeiter auszuschöpfen. So kann vermieden werden, dass das Unternehmen, das Team oder die eigene Person an den schwelenden Konflikten zerbricht oder durch die - meist nur in den Köpfen existierende - Ausweglosigkeit dauerhaft gelähmt wird. George Kohlrieser, der sein enormes Wissen nicht nur aus seiner Arbeit als klinischer und als Organisationspsychologe, sondern auch aus seinen Erfolgen als Verhandlungsführer bei Geiselnahmen schöpft, vermittelt dem Leser Schritt für Schritt, wie man selbst immer Herr der Lage bleibt. Anhand von realen Geiselsituationen beschreibt der Autor die Schlüsselfaktoren, die den Leser befähigen, mentale Blockaden zu beseitigen, die uns alle immer wieder zu Gefangenen werden lassen. Führungskräfte erfahren, was sie tun müssen, um eine vertrauensvolle Zusammenarbeit und eine positive, engagierte Einstellung im Team zu erreichen: -Sprechen Sie die Situation klar an. - Bauen Sie echte Beziehungen auf - auch zum Feind. - Denken Sie niemals wie eine Geisel. - Nutzen Sie die Macht von Dialog und Verhandlung. - Seien Sie selbst eine verlässliche Basis und bilden Sie so Vertrauen. - Verstehen Sie, dass eine Person niemals das Problem ist. - Richten Sie Ihr geistiges Auge auf Erfolg.

dialogue the art of thinking together william isaacs: Gespräche führen mit Hirn und Herz Ben Kimura-Gross, 2021-11-09 Was macht Ihr Gehirn, während Sie sich unterhalten? Gespräche beeinflussen unser Sozialleben, den Erfolg im Beruf, die Familie. Wir tauschen uns aus, weisen an, bitten um Hilfe oder genießen Gemeinsinn und Humor. Aber in Gesprächen beschuldigen wir uns auch, greifen uns gegenseitig an und lösen damit Konflikte auf anderen Ebenen aus besonders im Beruf und in der Politik haben Gespräche oft wirtschaftliche oder gar militärische Konsequenzen. Worauf basiert also Dialogfähigkeit? Wie schafft es Mandela `94, einen Bürgerkrieg abzuwenden, während Gaddafi von seinen Landsleuten in Stücke gerissen wird? Warum ist die eine Familie warmherzig, die andere von Streit zerklüftet? Woran scheitern Umweltaktivist*innen wie Thunberg? GESPRÄCHE FÜHREN MIT HIRN UND HERZ zeigt Ihnen die versteckten Mechanismen, die unsere Gespräche steuern: welche neurobiologischen Prozesse Kommunikation und Dialoge ermöglichen und woran sie scheitern. Forschungsergebnisse räumen mit Mythen auf, die Fortschritte in unserer Dialogfähigkeit behindern: Multitasking, Dualismus, Veränderungsresistenz im Alter. Sie erkennen ungeahnte Risiken: welch rares Gut Vernunft und freier Wille gehirnphysiologisch sind und warum sie manchmal einfach abgeschaltet werden. Denn viel öfter als wir annehmen sind unsere Aussagen in Gesprächen Sprechreflexe - automatisiert und unfreiwillig. Die gute Nachricht: Wir können negative Gesprächsreflexe umtrainieren. Wir können Vernunft und freien Willen stärken. Ihr Gehirn ist formbar, zeigt die Neuroplastizitätsforschung: Ganze Hirnregionen wachsen oder schrumpfen messbar, je nach Gebrauch. Wer verstehen will, warum ein Gespräch gut lief, während ein anderes scheiterte, und wer aktiv darauf Einfluss nehmen will, dem gibt GESPRÄCHE FÜHREN MIT HIRN UND HERZ Wissen und Werkzeuge an die Hand.

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Pugh, 2011-03-01 Using knowledge that an organization already has is one of the great management ideas of the last fifteen years. Putting Knowledge to Work provides external consultants, internal facilitators, and leaders with a five-step process that will help them achieve their knowledge management goals. The five steps, Knowledge Jams, show how to set the direction, foster the correct tone, conduct knowledge capture event, and integrate this knowledge into the organization. In addition, the author introduces conversation practices for participants to effectively co-create knowledge and discover context.

dialogue the art of thinking together william isaacs: Combating Hatred Terrance L. Furin, 2018-11-14 Combating Hatred describes actual events of deep-seated hatred and social injustice found in schools. It then examines educators' responses to this hatred. Through their actions these leaders became transformational not only in bringing social justice to schools but to entire communities as well. The narratives are presented in an interdisciplinary scholar/practitioner approach that combines theory and practice so that practical actions bring life to educational philosophies.

dialogue the art of thinking together william isaacs: <u>Leadership for the Greater Good</u> Ebener, Dan R., Jalšenjak, Borna, 2021 Argues that leadership can emerge from anywhere, in any context or any organization. The use of coercive, command and control methods fails to engage others in a leadership process. But those in authority can choose to lead, and can choose to create the structures and build a culture that encourages leadership.

dialogue the art of thinking together william isaacs: Better Conversations Jim Knight, 2015-10-01 Check out The Better Conversations trailer: https://youtu.be/v3FrWTXC8Uw "I thought I knew how to have a conversation; I've had millions of them. Some were good, others not so much so. But I want to have GREAT conversations, and Jim Knight has taught me how. The proof is in: better conversations are possible and the results are worth the investment." -- DOUGLAS FISHER Coauthor of Rigorous Reading and Unstoppable Learning Because conversation is the lifeblood of any school You don't want this book—you need this book. Why this confident claim? Think about how many times you've walked away from school conversations, sensing they could be more productive, but at a loss for how to improve them. Enter instructional coaching expert Jim Knight, who in Better Conversations honors our capacity for improving our schools by improving our communication. Asserting that our schools are only as good as the conversations within them. Jim shows us how to adopt the habits essential to transforming the quality of our dialogues. As coaches, as administrators, as teachers, it's time to thrive. Learn how to: Coach ourselves and each other to become better communicators Listen with empathy Find common ground Build Trust Our students' academic, social, and emotional growth depends upon our doing this hard work. It's time to roll up our sleeves, open our minds, and dare to change for the better of the students we serve. You can get started now with Better Conversations and the accompanying Reflection Guide to Better Conversations.

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assumptions, but have opened their minds and hearts to the complex and dynamic patterns of emergent change that is possible. This book serves as a much-needed reader of practice stories to help instructors and students find the words, concepts, and examples to talk about their own subjective experience of community engagement practice. The book applies some of the leading-edge concepts from organizational development and leadership studies to the fields of planning, design, and community engagement practice. Key concepts include the deep dive of sensing the social field, seeing the whole, and presencing the emergent future. The book also provides a creative bridge between participatory action research and design thinking: user-based design, rapid prototyping, and learning from doing.

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dialogue the art of thinking together william isaacs: Hybrid Intelligence Kevin Holt, 2025-09-17 Uniquely aimed at teams that think together to solve problems and make decisions, this book explains how to enhance the collective intelligence of a team-size group and combine it with the artificial intelligence (AI) of generative AI to create a hybrid intelligence that is smarter than either one on its own. Boards, committees, and other team-size groups of 5-20 people are the primary problem-solving and decision-making units within organizations, and they form the bridges between organizations, industries, and nations that collaborate on projects. So how can leaders exponentially improve their teams' capabilities? Assemble the right people, arm them with the right processes, and execute those processes on the right platforms—then add generative AI to enhance those practices. This book describes and synthesizes various ways of increasing a group's collective intelligence through people, process, and platform practices, and goes on to explain how to augment the practices with generative AI, including how to ask it questions and what questions to ask to obtain superior answers. The resulting upsurge in team capability enables organizations to survive and thrive in a world that is growing progressively more competitive and complex. This book will become the definitive resource for leaders and managers of commercial, government, and nonprofit organizations who want to learn how to significantly improve their teams' problem-solving and decision-making ability by increasing their collective intelligence and combining it with the artificial intelligence of generative AI.

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life-giving realignment between humanity and nature). Within this framework, Roberts presents refreshingly interdisciplinary case studies that integrate theory and practice across diverse fields to guide professionals in any domain—from business and nonprofit organizations to educational and healthcare systems—and finally offers hope that humanity can tackle the existential challenges we face in the twenty-first century.

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dialogue the art of thinking together william isaacs: Reconciliation, Heritage and Social Inclusion in the Middle East and North Africa Iyad Muhsen AlDajani, Martin Leiner, 2022-10-28 This book, sponsored by the Academic Alliance for Reconciliation Studies in the Middle East and North Africa (AARMENA), focuses on peacebuilding, conflict transformation, and shifts toward approaching the reconciliation process as an inter-, trans- and multidisciplinary field. The research presented in the series focuses on the Middle East and North Africa, highlighting contributions by practitioners and scholars alike. This volume showcases research on Heritage, Reconciliation, and Social Inclusion in the Middle East and North Africa. It reflects various inter-, trans- and multidisciplinary approaches applied both theoretically and practically, and explores conflict transformation and transitional shifts towards peacebuilding and reconciliation in the MENA (Middle East and North Africa) region. The content is divided into five sections, the first of which examines the importance of reconciliation, peacebuilding, and social inclusion in contributions by experts in the field such as Martin Leiner, Wolfgang Dietrich, Mohammad Abu Nimer, Mohammad Alshraideh and Iyad Aldajani. The second and third section explore digital humanities and the research sciences respectively, while the fourth turns to practices of heritage and reconciliation. The fifth section presents case studies on practices, conducted by expert researchers for heritage, reconciliation, and social inclusion in higher education.

dialogue the art of thinking together william isaacs: *Images of Projects* Mark C. Winter, Mark Winter, Tony Szczepanek, 2009 Based on real examples and the authors work over the last ten years, Images of Projects presents seven pragmatic images for making sense of the complex realities of projects. Illustrated using various models, these images are presented in ways that allow you to reflect upon your own mental models in relation to the different perspectives in this book. Along with the seven images, the book contains numerous other frameworks enabling you create your own 'toolkit' of models and tools. This book will help practitioners and students develop (or enrich) crucial skills for working on projects and programmes in the 21st century.

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