



**How can we enhance our capacity think together
about the critical issues facing us?
How can we access the diverse perspectives we need
to create innovative paths forward?**

Welcome to the Knowledge Café

Companies such as Intel, Johnson and Johnson, The World Bank and Coca-Cola have used the Knowledge Café for conferences, strategy formation and large-scale systems change.

The Knowledge Café is an easy to use method for fostering collaborative dialogue, particularly in large groups. It is also a method for social learning that taps into our capacity to share diverse perspectives, create new knowledge and shape the future together.

Café conversations are designed on the assumption that people already have within them the wisdom and creativity to confront even the most difficult challenges. They are based on the natural processes by which authentic conversations enable people to think together, access mutual intelligence in service of desired outcomes.

In a Café conversation, people move rapidly from ordinary conversations—which often keep us stuck in the past, are often divisive and generally superficial—toward *conversations that matter*. They also move from table to table at timed intervals, sharing and building knowledge with a variety of people.

The Knowledge Café Process is particularly useful in the following situations:

- When you want to generate input, share knowledge, stimulate innovative thinking and explore action possibilities around real life issues and questions
- To conduct in-depth exploration of key strategic challenges or opportunities
- To deepen relationships and mutual ownership of outcomes in an existing group

The Café is less useful when:

- You are driving toward an already determined solution or answer
- You want to convey only one-way information
- You are making detailed implementation plans

Café Principles

Knowledge Café use skilled facilitators to help participants effectively use the seven Café Principles.

- The context for the conversation is clear to participants
- Conversations take place in a casual setting, different from a traditional meeting setting
- Participants explore questions or themes 'that matter'—they are real and require the best thinking of the group
- Table hosts encourage the participation of everyone at the table
- Participants connect the diverse perspectives emerging from the dialogue
- Participants listen carefully to others' contribution to notice patterns and new ideas
- Facilitators guide the groups as they share the results of their conversations

For more information about the Knowledge Café, visit www.theworldcafe.com.

