

Authentic Interactions

Scene Study

Meeting Participants

Kim	Asian-American woman, director of programs with the organization for the past 2 years
Darron	African American man, volunteer with the organization for 3 years
Tracey	White woman, volunteer with the organization for 7 months
Jose	Latino man, ad hoc volunteer, community member
Gloria	White woman, staff with the organization for the last 2 years

- 1 - Kim: Thank you all for coming. Now that we've had a chance to check in with each other for a few moments, I'd like to move to our agenda. Tonight's meeting is focused on our upcoming community event, the family film night. There's a lot that we need to do, so let's get started. One agenda item has to do with some community feedback.
- 2 - Darron: Yes, I've been hearing some people concerned about our planning process and decisions we've made regarding outreach.
- 3 - Tracey: Well, I, for one think we've been doing a really good job at bringing community voices in. I mean, Jose has been coming regularly and we've been really responsive to what he's had to say.
- 4 - Jose: I'm not the only important voice in the community though.
- 5 - Tracey: Of course, I know. But, I mean, we can only respond to issues that we hear.
- 6 - Darron: Well, that's just it. There are things that we're hearing. And, one of the things we're hearing is that we've missed quite a lot that we could have known because we didn't ask the community for their ideas way in advance.
- 7 - Tracey: I'm just not sure how productive it is to worry about making everyone happy. I've talked to a lot of people who are really excited about this event. I've been the one who took up responsibility for outreach, remember, and I think we're going to have a really successful event.
- 8 - Kim: The point of this meeting, though, Tracey is to hear what feedback is available so that we can do things better as we move forward. Darron has some things to share that we should listen to.
- 9 - Gloria: Yeah. It's really important to know what Darron's hearing. I mean if there's anything we can do better to get more people involved and comfortable with what we're doing, we've got to do it. I mean the people living in this community have so little to look forward to that it would be a shame for them to miss out on really great events because we didn't listen well enough.
- 10 - Kim: Darron, why don't you go ahead and share what you have heard.
- 11 - Tracey: First, though, I just want to say that I understand why this process is necessary, but if we could just wait for a minute. I want to understand, if there's so little that the community has in terms of safe, healthy family community activities, then why would the community be so quick to criticize? I mean, shouldn't we really be spending our time continuing to get the word out instead of using our valuable time this way?

- 12 - Jose: The issue is not that there aren't good, fun things for people to do.
- 13 - Gloria: Let me clarify what I meant. I know the people who live around here have a lot of really rich cultural traditions. But, part of our job is to help offer things that aren't already part of their norm, you know, expanding awareness of what kinds of activities can support family and learning and all that. So, whatever we need to do in order to be more effective, it's really important. And, that starts today with hearing what Darron has to say.
- 14 - Kim: Tracey, I understand that you've been doing the outreach, and so I can understand why you'd be sensitive about what must feel like criticism. But, we haven't even heard what Darron has to say yet, and I really feel that listening to community members is at the heart of what makes this organization successful and valuable.
- 15 - Darron: Trust me on this, if we can't find more ways to bring community voices in to our planning process we are going to end up with a bad reputation and lose whatever energy we've got going.
- 16 - Jose: I think that's true. Although I've been part of the planning, that doesn't mean I speak for all parts of the community.
- 17 - Gloria: Besides, inviting the community to play a stronger role in our planning is also a way to help empower them. And that's really important too, since so many of them feel powerless in so many areas of their lives.
- 18 - Kim: Ok, so I think we've spent enough time on this right now. While I think the issue of empowerment is far more complicated than you just stated, Gloria, I think it's time for Darron to go ahead and tell us what he's heard. Darron, you're up.