



Dialogue Mapping

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What is Dialogue Mapping

A semi-formal representation is more computationally tractable than a natural language prose expression of an argument in a discussion forum.

Landoli et. al. (2014)



“Shared visual representations offer opportunities for focusing collective attention, envisaging new scenarios, coordinating actions, and potentially improving the comprehension and retention of knowledge”

Landoli et. al. (2014)



“Mapping tools disrupt conversations by design: chronological structure is in the background, in order to foreground logical structure as networks of conceptual connections.”

landoli et. al. (2014)



Examples of Dialogue Mapping

<http://www.cleverworkarounds.com/wp-content/uploads/2009/09/image4.png>



Dialogue mapping in action

<http://simon.buckinghamshum.net/2010/04/real-time-mapping-election-tv-debates/>



How it works

Role of an expert facilitator

- assists synchronous deliberation by mapping contributions
- making decisions about how to record and structure the flow of conversation in an argument map in real time.
- coordinating the verbal conversation around the evolving map:
- Facilitates and supports participants to ensure that the map augments, rather than disrupts, coordination and interaction.



Difficulties in mapping arguments

https://en.wikipedia.org/wiki/Talk:Donald_Trump#Racial_views



Finding the cause behind a comment

- It can be difficult to keep track of the relationships between comments and underlying ideas and causes
- Eg. : Judge John Hodgman Podcast



Activity One



Video

<https://www.youtube.com/watch?v=pxS5wUljfjE>



Major concepts

1. Participation vs. Reification
2. Issue Based Information Systems
3. Collaborative Computer-Supported Argument
Visualization
4. Wicked Problems



Participation vs. Reification

- Let's define “reification”
- Conversation-centric tools: forums, wikis, blogs
 - Participation-based
- Examples for reification-based, or representation-centric collaborative tools?



IBIS- Information Based Issue System

“Design process for complex problems is a... conversation among stakeholders... in which they bring their respective expertise and viewpoints to the resolution of design issues.”

Conklin and Begeman. (1987) p. 248



gIBIS- Graphical Issue Based Information System

Uses color and a high speed relational database server to facilitate building and browsing typed IBIS networks.

“Designed to support the collaborative construction of networks by any number of cooperating team members spread across a local area network.”



Collaborative Computer-Supported Argumentation Tools

- CCSAV
- Intentionally vague term?
- landoli et al. 2016 – all about trying to overcome certain limitations in participation-based tools



CCSAV Cont.

- Meant to help users identify complex issue structures
- Participation-based, conversation-centric tools have some problems supporting debate
 - Content is unstructured
 - Scattered and redundant contributions



CCSAV Cont.

- landoli et al. could not prove that representation-centric CCSAV is better at overcoming those issues.
- This highlights larger issues

landoli et al. (2016)



Moving from *techne* to *episteme*...

- Social Policy and “wicked problems”
- How does this fit into systems thinking?

Rittel and Webber. (1973)



Activity Two

Sources



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Questions?
