

# Note-Taking Guide

We hope this guide will help take the mystery out of facilitator note taking! The comprehensive reports the Zeidler Center produces are meant to record and honor the voices of each dialogue participant, and so these reports greatly rely on your thorough note taking and timely submission. Thank you for serving in such an important role!

## Anatomy of High-Quality Notes!

File name ZC-AMV-Fac Notes-JulieBGP#2-2018.02.15

Correct File Name

Program: A mother's Voice

Topic: Clarke Square Neighborhood

Date: Feb, 15, 2018

Facilitator: Julie B.

Group Number: 2

Event Note information

### Round 1, Question: Describe your neighborhood. What is it like? What's this area known for?

- I would say that my neighborhood is full of traffic, both during the day and at night. There are many things you can see through the window you know, like I have seen people selling drugs, there are many prostitutes on the streets. I don't walk around now, you can see more things happening. Around my house are distributed, I have seen that some of them have guns. For intervene in my life and I don't intervene in their activities, I am too scared that it would fall back on my children if I were to do something. The owner of the houses in question don't do anything to change things either.
- I have lived almost my whole life here in this area. Growing up, this area was really bad, deaths, drugs, gangs but since around 1995 it has changed. And since Journey house and Clarke Square Neighborhood Initiative it has improved even more. There are no gangs anymore, still two or three drug houses around though. As a mother, I am worried about the cars that don't stop at stop signs. I don't feel safe either having my children play outside so they stay at home.

First Person, full sentence, correct spelling

2 people in circle, 2 bullet points per question

### Round 2, Question: As a mother, what have you or your family member witnessed or experienced in terms of neighborhood violence and crime?

- I have been the victim of crimes. My car was stolen three times in one month! Once, there was a drive-by and shots were fired in my living room and through the window... My children were at home with me that day, my little one was only 3 years old at the time. There have been shootings as well when we are in the patio during the day as well. I am kinda used to it but my children aren't, and they are scared of it. They are followed by a psychologist now because of the gun shots. They were really affected by it.

# Note-Taking Guide

- I haven't been the victim of violence, but I have heard things happening on other blocks. It is scary to go outside. On my block, I can see people selling drugs but I haven't seen gun violence yet. My children have seen people injecting drugs outside, my daughter was insulted by drug users who stay in a house nearby. I complained to the owner of the house but nothing... There are other places nearby where people sell drugs but I am too scared to report it to the police.

**Round3, Question: As you look at the crime map of this area, what comes to mind? Why do you think more crime happen in certain places? How has this neighborhood changed as a whole?**

Reader not in circle can still hear person's story

- Well, looking at the map, I can see that there are many assaults by the school [Journey House] and I am not surprised, it's really dark around the school... During the winter, after 4pm I don't walk outside anymore because it is dangerous. In the park, people go for runs and walks so there are opportunities for thieves to steal. I feel officers are not patrolling enough the area. This situation has been like that for a long time. My kids are scared of walking, that have been assaulted by prostitutes, they were asking my kids for money on their way to school and back from school. I tell them not to talk to anyone and to ignore whoever tries to talk to them. I have a padlock I put on the patio's fence when my kids are outside so that no one can come in.
- In my area it looks like there are as many assaults and robberies. I mean, I know that on the block after mine there are empty houses, foreclosure so that's not helping. You can't feel safe walking outside really. Like last week, a friend of mine was walking with her wallet in her bag, her 3 children were with her, and someone assaulted her and stole her wallet. Since that day I told my daughters not to take their bags to school anymore because you know, a thief could think there is something in there and they could get assaulted too!

## Connected Conversation:

- I am scared of reporting things, I don't want anything to happen to my kids.
- I became a block captain in 2014 and my block has changed since then. 3 prostitute houses got closed. As neighbors, we call each other, and are active and united. I talk to other Block Captains and to district two as well. The police come when I call them.
- I would like to have the opportunity to talk with officers in private, I don't want my name out there, I don't want people at my door, I don't want my neighbors to know.
- There are not enough officers in the park during the summer. We have a program called Safe and Sound for the kids in order for them to feel safe.

Key aspects of the conversation, no filler

## Closing words:

- I want to continue fighting for my community for a clean environment and a safe place.
- I wish for my safety both during the day and at night.

## Yes, Please Do!

- Capture the emotion of what is shared in the circle
- Practice your own kind of shorthand to support better notes
- Include the event information at the top of the page
- Use bullet points, order per question doesn't matter
- One bullet point per person
- First person narrative that captures the essence of the person's sharing
- Full sentence as much as possible
- If person passes completely type "Pass" on that bullet point
- If you had to do a significant redirection that will be reflected in the notes, such as the person's sharing shifts, use brackets to indicate redirection.
  - Ex [facilitator redirected from sweeping generalization to personal experience]
- Make sure your spelling is correct, even the words that slip through spellcheck.
  - Ex: if you meant there but typed their
- Re-read your notes
- Edit your notes
- Only use quotation marks if the person is emphasizing a specific quote, and then only use the single quotation mark.
  - Ex: I will never forget my dad's favorite phrase to say to us when we felt defeated, 'Without hard work, nothing grows but weeds'
  - Ex: I live in that house nearby [description not included for anonymity]. I have seen kids run around my yard but now that I volunteer at school and I know their names, I can say 'Hey XX, this is my newspaper!' or 'hey XX, do you really need to go through my yard?' [laugh]. Knowing the kids helped a lot and it's going well now.
- Capture the key discussion in the connected conversation, skip the tangents and chit chat
- Use brackets if necessary for context and indicate with red font
  - Ex: I am from the Oneida Nation but I could really relate to your story [Referring to Japanese American man whose grandparents were in Japanese Internment Camps] and feel we have things in common because my grandparents were taken to Indian schools. Our stories matter.

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- I'm not in control that I can't get myself out of this place [shelter/detention center].
  - After my father was killed [shot and killed at the store down the street from his home] I cannot control what others think and do.
- Include names of public figures identified if relevant to their story.
  - Ex: I used to work with Cesar Chavez and Father Groppi's wife on Social Justice issues.
- Use the file naming conventions provided in the agenda

## No, Please Don't

- Don't use A) B) C) or Participant A) Participant B), etc. Only bullet points
- Don't use a bullet point per thought – use one per person
- Don't use incomplete sentences
  - Ex: Recovering Catholic with wife and new son looking for a diverse congregation visited here and liked the music - Beatles, guitar - met choir director who visited his home
- Don't include repeated phrases. Sometime people repeat their idea multiple times. Just capture it once unless they are repeating for emphasis
- Don't summarize person's sharing to where it has no depth or value of representing their voice
  - Ex: Can't control anger.
- Don't include inflammatory language of the person adjusted their language after redirection. Just include their story after redirection.
  - Ex: I think that guy is an a\*\*hole (don't include that in notes)
    - After redirection to speak for self: I just don't like that guy, when I heard what he said about immigrants I think about how hard my parents worked in the fields picking garlic.
- Don't include identifying information such as if they say their name or a specific company they work at or identifiable names of others, you can place "xx" in place if the name
  - Ex: I enjoyed meeting Officer XX. He has been really nice to me and asks me how my basketball game is going. He knows how much I love it.
  - Ex: Miss XX helped me in school. She is cool. I didn't think so at first but now that I have spent more time with her, I can tell she cares.
- Don't forget to intervene when speakers are not in alignment with agreements. If you have sweeping generalizations, speaking for groups and language that could offend others, that is a sign you needed to redirect
- Please don't be late returning your notes, they are imperative to relay the voices from the event and provide an accurate summary to the convener of the event.

## Examples of Shorthand

&	or + and	hv	have
=	is, are	qty	amount
≈	about, approximately	vs	versus, against
>	more than	bkgd	background
<	less than	min	minimum
#	number	max	maximum
x	times	probs	probably
→	leads to, causes	cp	compare
/	or	thro	through
↑	increase, grow, gain	tho	though
↓	decrease, loss	ea	each
♀	female	mpt	important
♂	male	govt	government
yrs	years	fqt	frequently
≠	different, not equal	ppl	people
@	at	cont	continue
w/	with	lrg	large
w/o	without	sm	small
b/c	because	imp	important
s/t	something	info	information
s/o	someone	mngmt	management
f	frequently	MKE	Milwaukee
q	every		
p	after		
b4	before		
eg	for example		