



Community Engagement: Methods to put Theory into Practice

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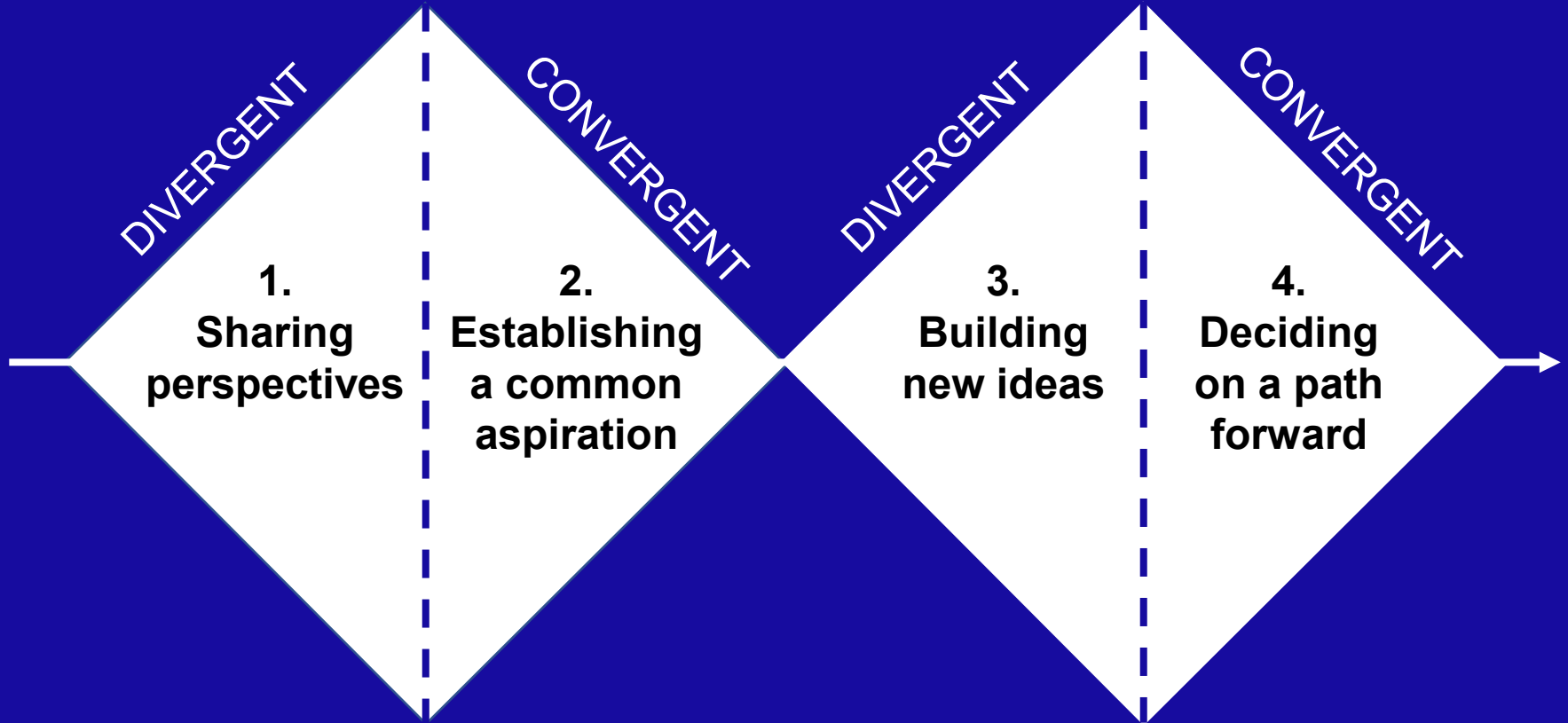
OPINION
1

OPINION
3

OPINION
2

OPINION
4

DELIBERATIVE ENGAGEMENT PROCESS

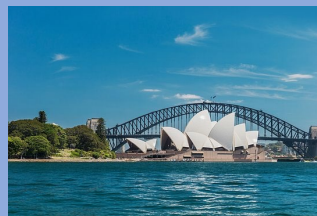
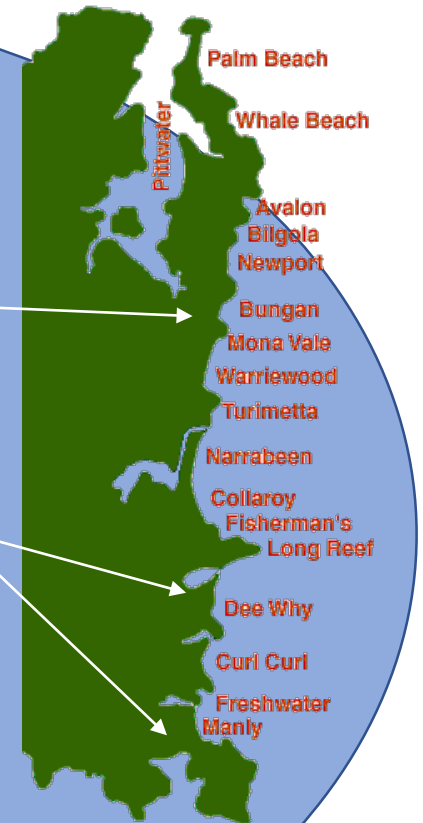


NORTHERN BEACHES HOSPITAL PROPOSAL

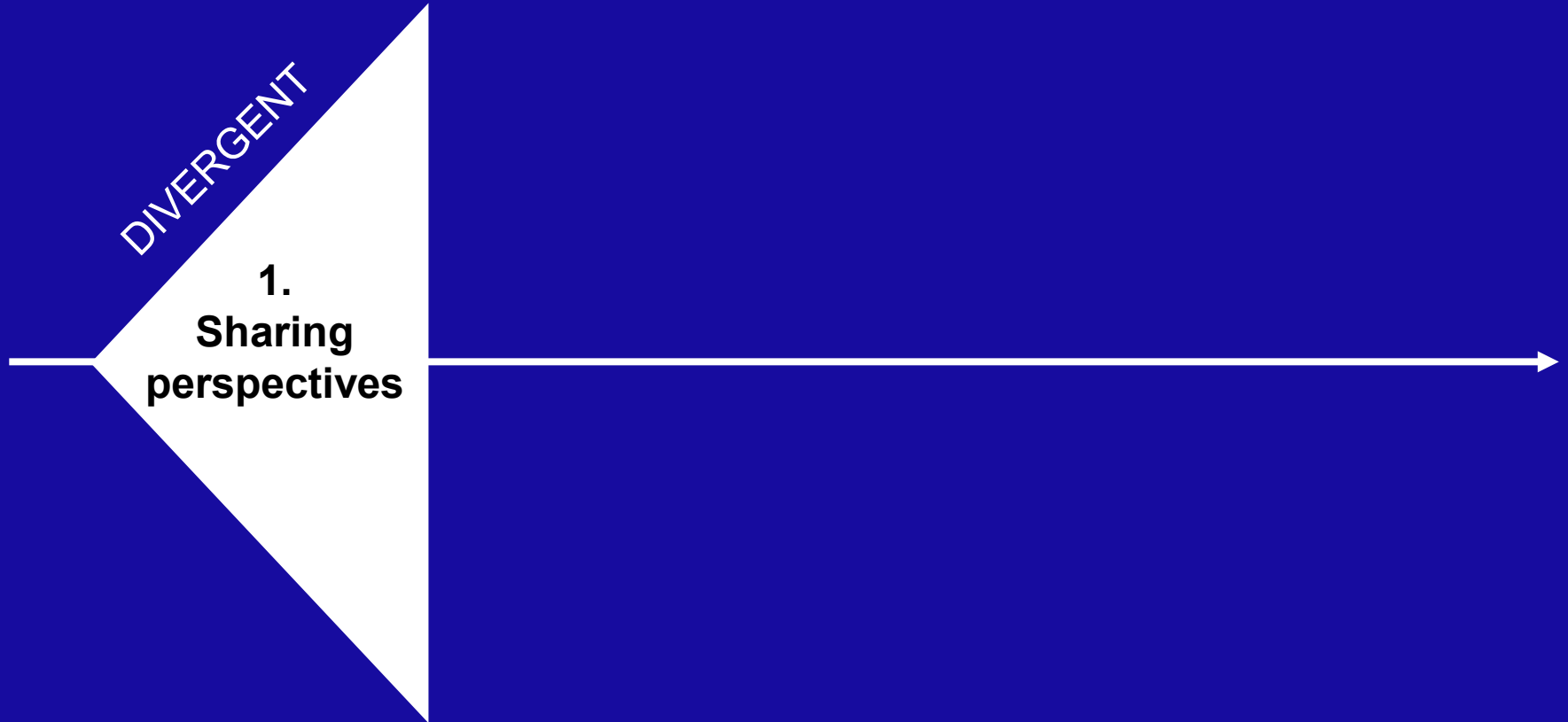
Do you believe that a new hospital will be the best way to serve the interests of the northern beaches growing population?

Existing hospitals

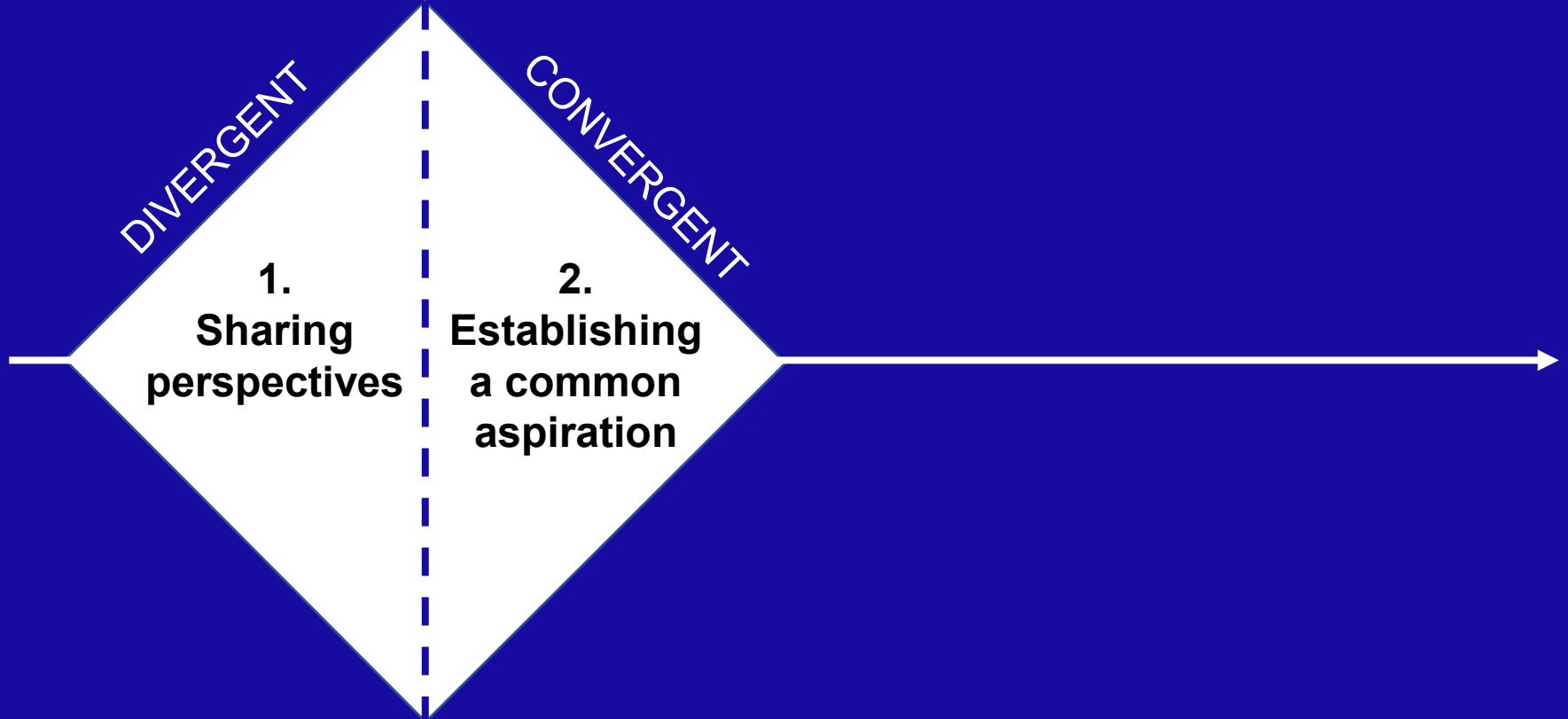
Proposed new hospital



DELIBERATIVE ENGAGEMENT PROCESS



DELIBERATIVE ENGAGEMENT PROCESS



Bringing people with diverse perspectives together

Framing design questions as 'appreciative' dilemmas

- A way of making space for 'grown-up' conversations.
- A way to embed various tensions and different values.
- Encourages people to have dialogue about interests as opposed to debating positions.
- Promotes creativity and acknowledges trade-offs.

Source: Max Hardy

What questions are we trying to answer?

Example:

A question for a **debate** (*win/lose*)

- What's more important? Protecting national parks or allowing people to enjoy them?

Alternative way to frame (*compromise*)

- How can we balance the need to protect our parks whilst enabling easy access to them?

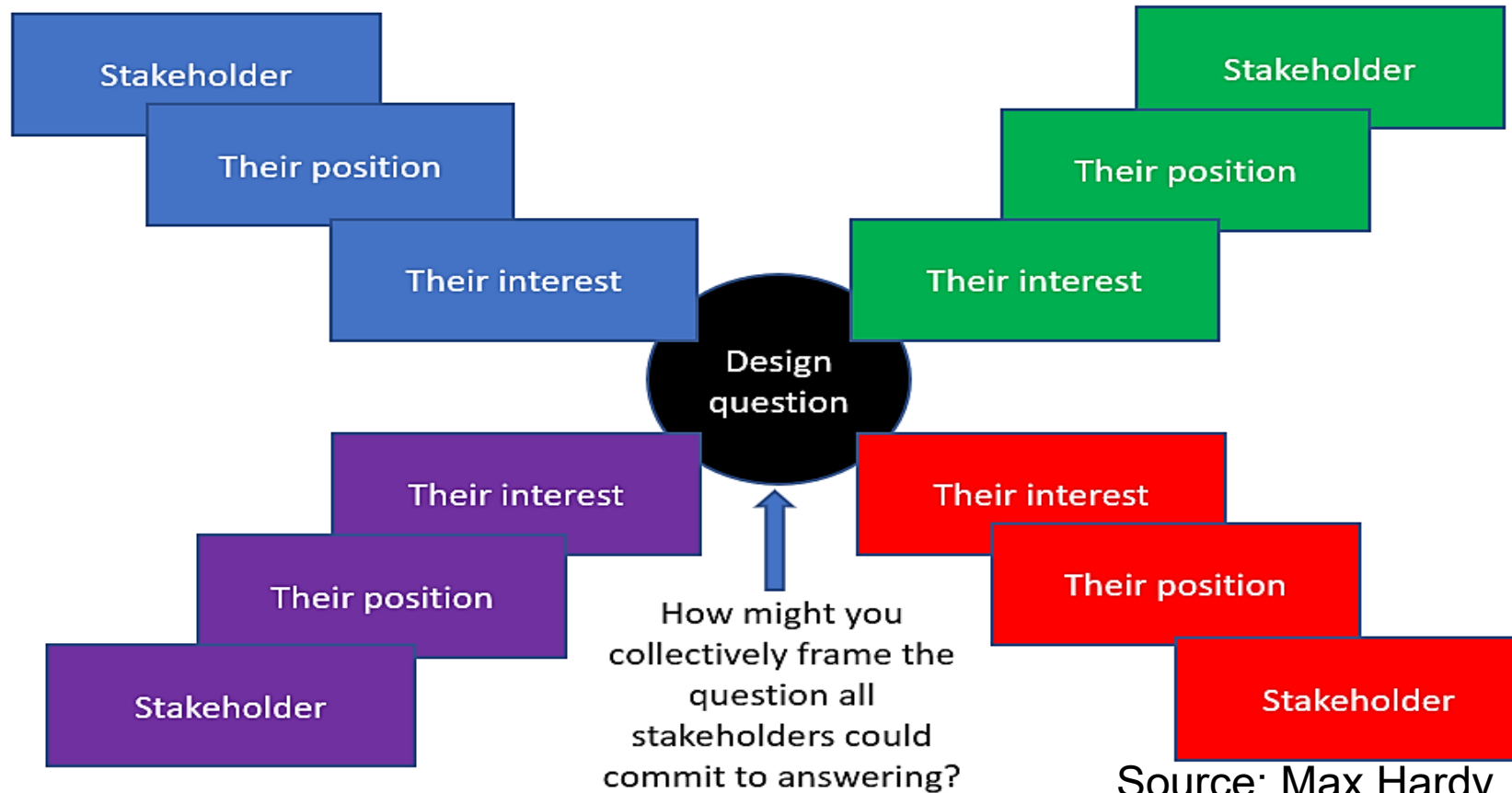
A better way to frame (*appreciative/creative*)

- How can we maximize enjoyment of national parks and improve our protection of them?

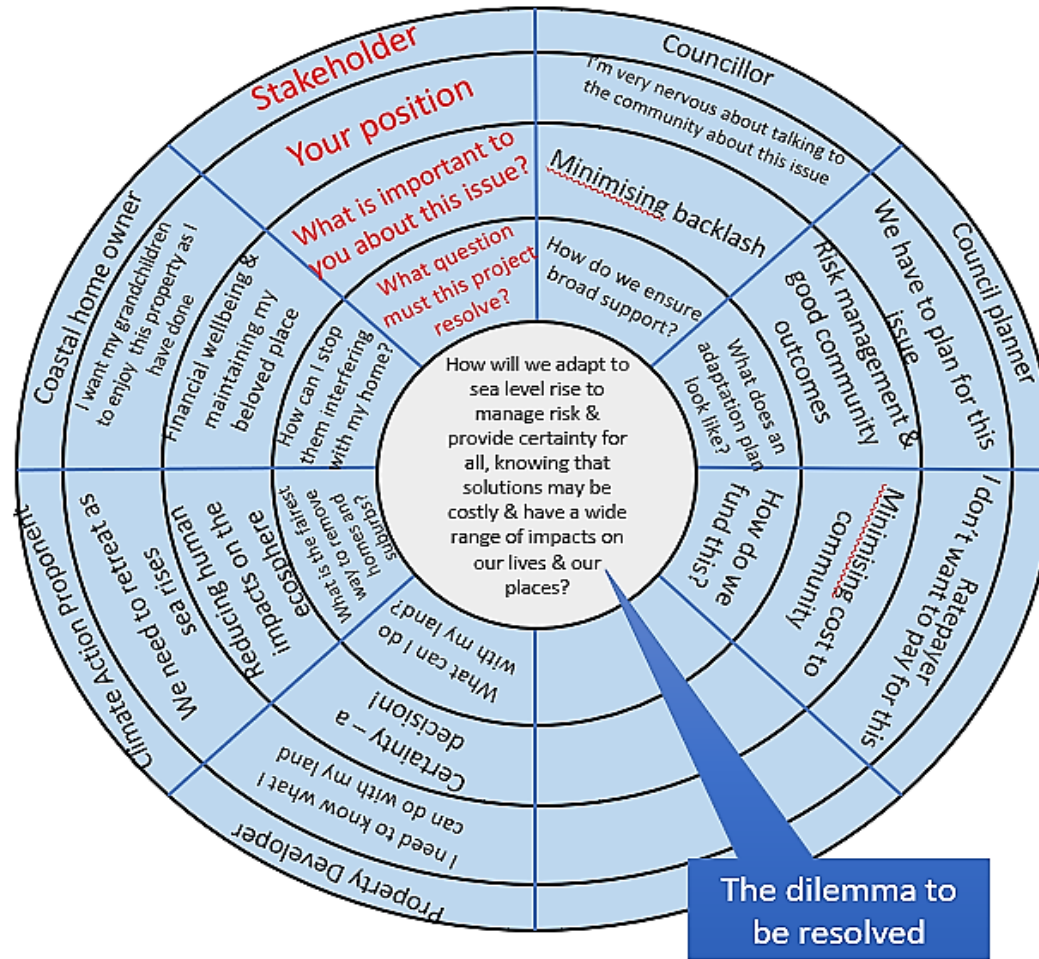
Source: Max Hardy

What questions are WE trying to answer?

A process for co-defining the design question

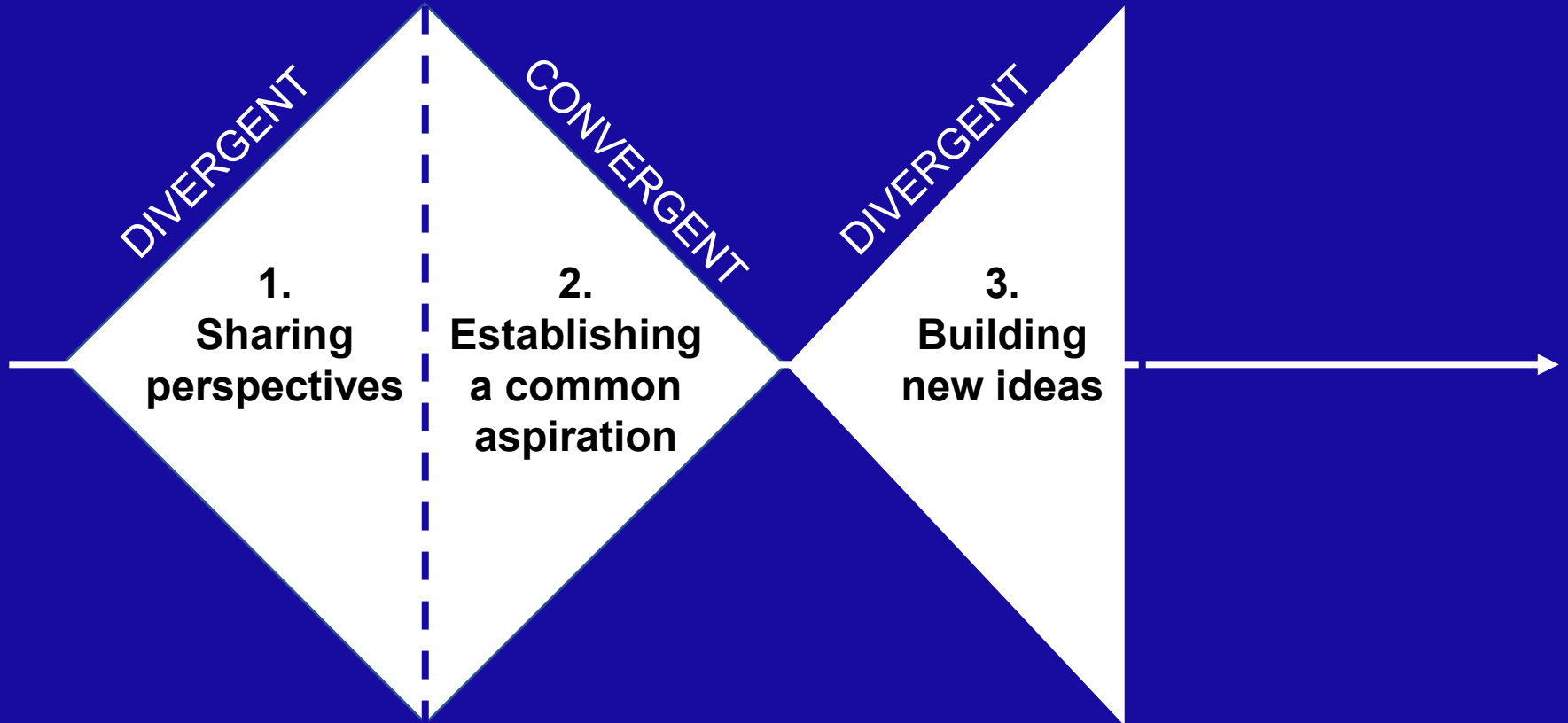


CO-DEFINING THE DESIGN QUESTION



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DELIBERATIVE ENGAGEMENT PROCESS



RULES FOR BRAINSTORMING



DEFER JUDGMENT

Separating idea generation from idea selection strengthens both activities. For now, suspend critique. Know that you'll have plenty of time to evaluate the ideas after the brainstorm.



ENCOURAGE WILD IDEAS

Breakout ideas are right next to the absurd ones.



BUILD ON THE IDEAS OF OTHERS

Listen and add to the flow of ideas. This will springboard your group to places no individual can get to on their own.



GO FOR VOLUME

The best way to have a good idea is to have lots of ideas.



ONE CONVERSATION AT A TIME

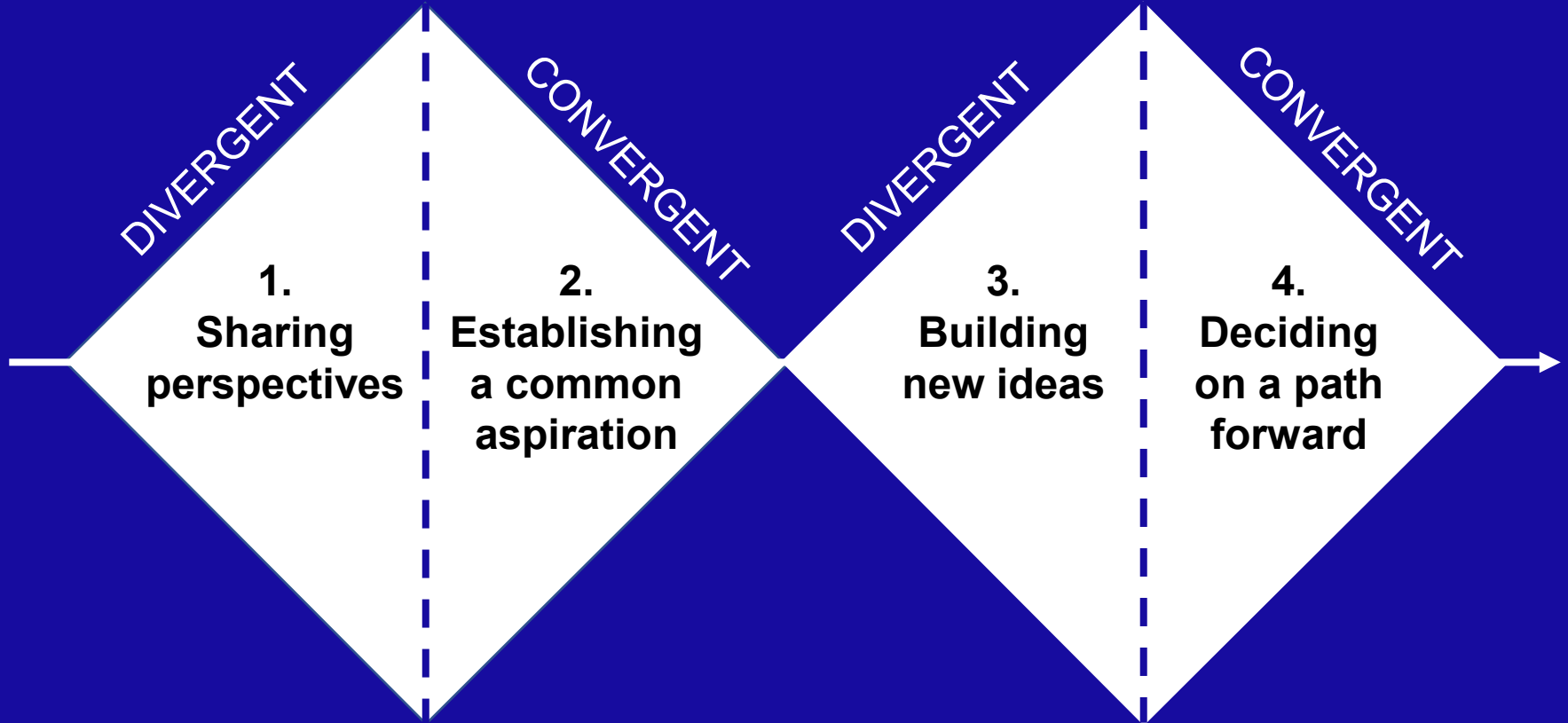
Maintain momentum as a group. Save the side conversations for later.



HEADLINE

Capture the essence of an idea quickly and move on. Don't stall the group by going into a long-winded idea.

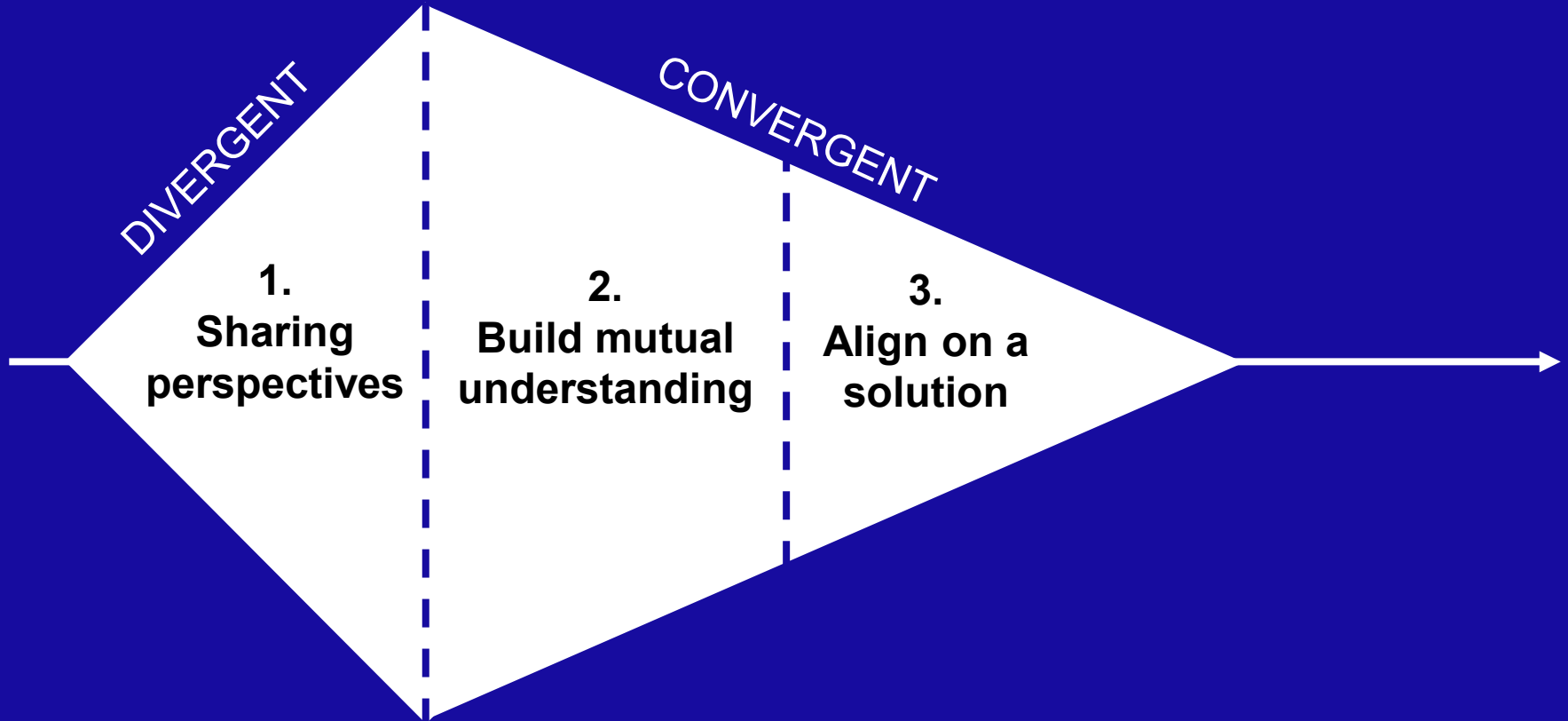
DELIBERATIVE ENGAGEMENT PROCESS



DECIDING ON A PATH FORWARD

1. Dotmocracy
2. Choose the idea that interests you the most
3. Effort / Impact Matrix

DELIBERATION PROCESS



CLASSIC CITIZENS' JURY

- Invented by Ned Crosby, 1971
- 12-24 randomly selected against stratified criteria
- Usually 3-5 day block in duration
- Overseen by stakeholder steering committee.
- Commitment by decision-makers to seriously consider and publicly respond to recommendations.
- Consensus sought, though not necessary to be useful.



DELIBERATIVE POLL

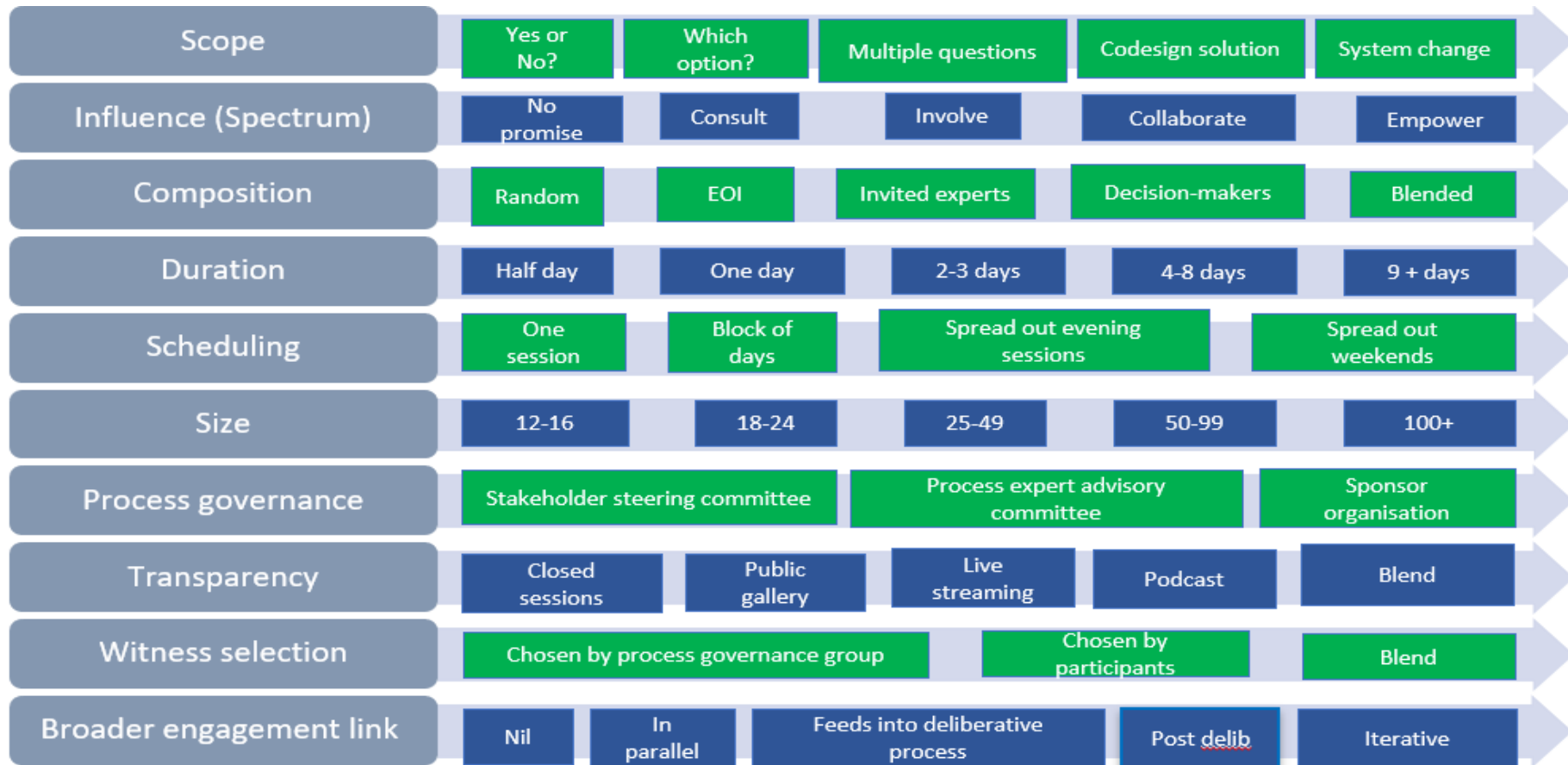
- Process is similar to a Citizens' Jury though much larger in number (up to 200, usually between 80 and 120) shorter in duration (1-2 days), and more questions considered.
- Consensus not expected – but a pre-poll and post-poll is undertaken to see what most people would support, and how they might shift, if given sufficient information, and time to deliberate.



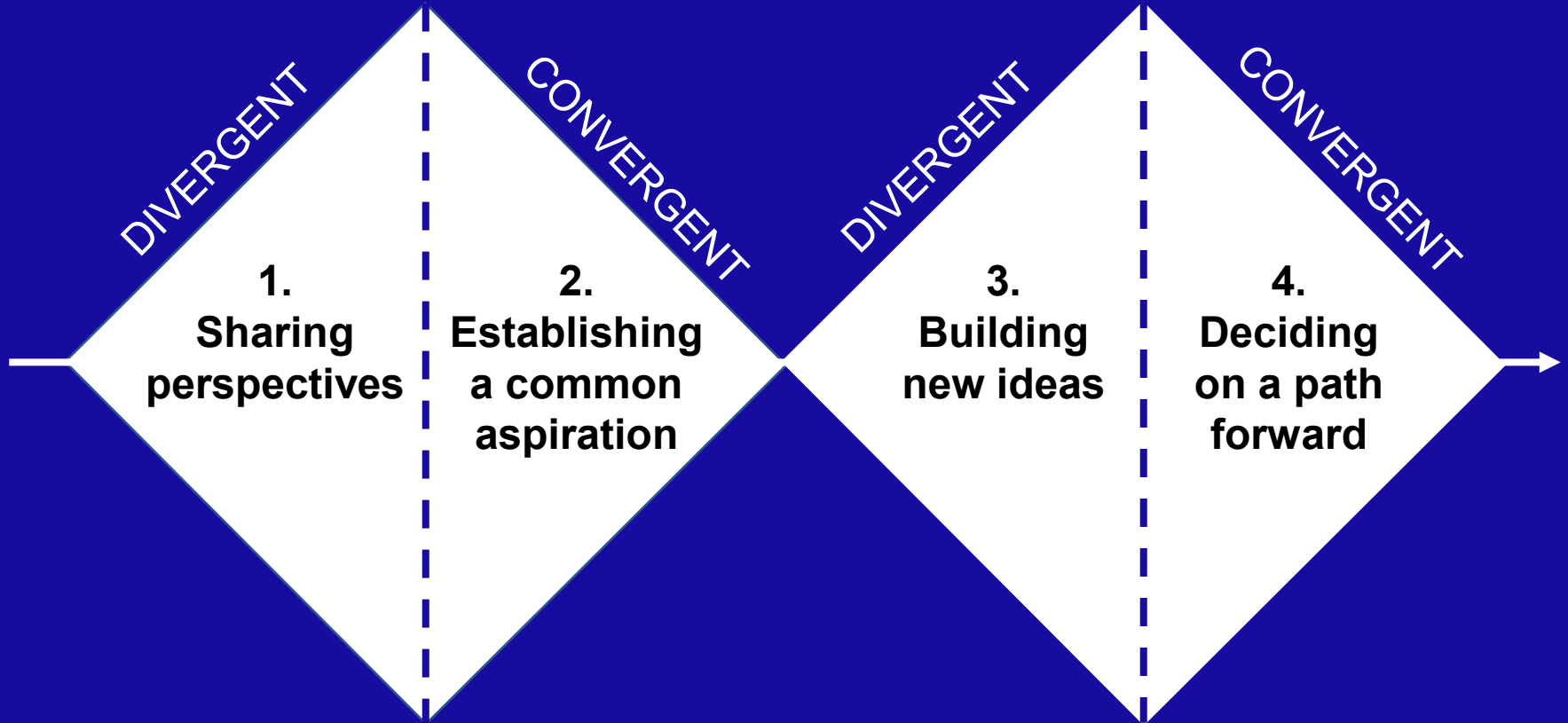
CITIZEN ADVISORY GROUP

- Size of the jury/deliberative panel – 12 to 100
- Times/duration of process
- How it is termed – panel, forum, advisory group
- Composition – random, invited, EOI, blend
- Level of influence – consult through to empower
- Incentives – nil, vouchers, payment
- Remits – narrow to broad
- Codesign vs choosing between options

DELIBERATIVE PROCESS VARIABLES



DELIBERATIVE ENGAGEMENT PROCESS





Thanks!

Get in touch with me any time at
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