

Whole-Hearted Engagement: Three Powerful Tools for Generating Collaborative Stories

Amelia Shaw and Sherrill Johnson

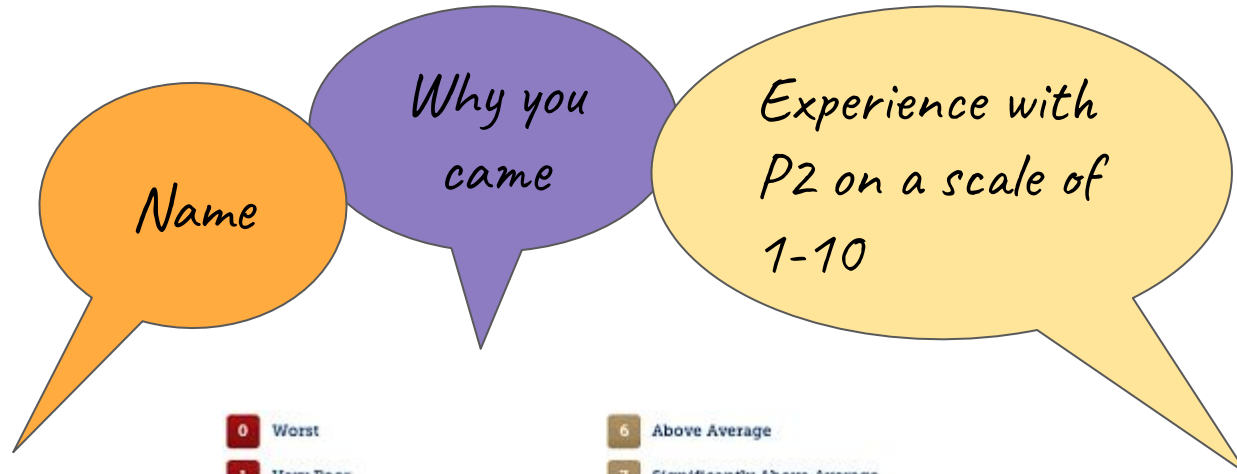
WELCOME!

Here's the Plan....

1. Workshop Overview and Introductions
2. Key Concepts - Engagement & Stories
3. Demonstrations - 3 Powerful Techniques
 - a. Socratic Circles
 - b. Appreciative Inquiry
 - c. Card Storming
4. 'Pulling the Story Together'



Who's Who and Why are You Here?



- | | |
|-------------------------------|-------------------------------|
| 0 Worst | 6 Above Average |
| 1 Very Poor | 7 Significantly Above Average |
| 2 Poor | 8 Good |
| 3 Significantly Below Average | 9 Very Good |
| 4 Below Average | 10 Best |
| 5 Average | |

IAP2 Canada

IAP2 Canada strives to be a progressive, innovative, inclusive, and collaborative organization that champions the practice of P2 across Canada and beyond. With the direct involvement of our skilled, experienced, diverse, and highly-motivated volunteer-base, we work to raise awareness among decision-makers, and the public, of the critical importance of effective P2.

Core Values

Core Values for the Practice of Public Participation

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

Code of Ethics

PURPOSE. We support public participation as a process to make better decisions that incorporate the interests and concerns of all affected stakeholders and meet the needs of the decision-making body.

ROLE OF PRACTITIONER. We will enhance the public's participation in the decision-making process and assist decision-makers in being responsive to the public's concerns and suggestions.

TRUST. We will undertake and encourage actions that build trust and credibility for the process among all the participants.

DEFINING THE PUBLIC'S ROLE. We will carefully consider and accurately portray the public's role in the decision-making process.

OPENNESS. We will encourage the disclosure of all information relevant to the public's understanding and evaluation of a decision.

ACCESS TO THE PROCESS. We will ensure that stakeholders have fair and equal access to the public participation process and the opportunity to influence decisions.

RESPECT FOR COMMUNITIES. We will avoid strategies that risk polarizing community interests or that appear to "divide and conquer."

ADVOCACY. We will advocate for the public participation process and will not advocate for interest, party, or project outcome.

COMMITMENTS. We ensure that all commitments made to the public, including those by the decision-maker, are made in good faith.

SUPPORT OF THE PRACTICE. We will mentor new practitioners in the field and educate decision-makers and the public about the value and use of public participation.

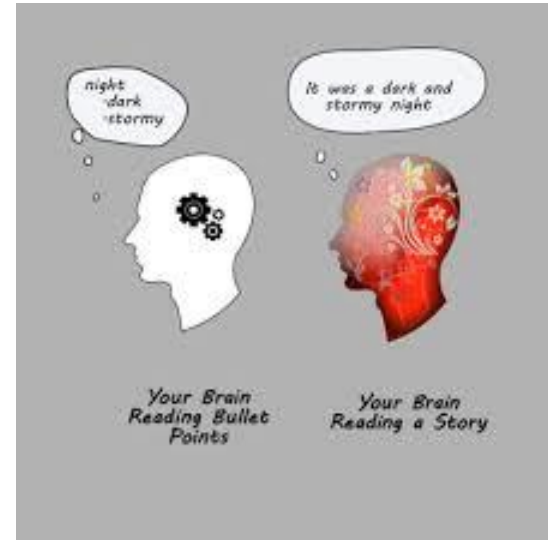
IAP2 Spectrum of Public Engagement

IAP2 spectrum

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decision.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Stories and Our Brains

- Stories are primal
- Stories are how we make meaning out of complex information
- Stories are the way we connect facts and emotions



Why Stories Matter

HOW STORYTELLING AFFECTS THE BRAIN

NEURAL COUPLING

A story activates parts in the brain that allows the listener to turn the story in to their own ideas and experience thanks to a process called neural coupling.

MIRRORING

Listeners will not only experience the similar brain activity to each other, but also to the speaker.



DOPAMINE

The brain releases dopamine into the system when it experiences an emotionally-charged event, making it easier to remember and with greater accuracy.

CORTEX ACTIVITY

When processing facts, two areas of the brain are activated (Broca's and Wernicke's area). A well-told story can engage many additional areas, including the motor cortex, sensory cortex and frontal cortex.

Moving from Individual to Collective Stories

To be added

Active Listening

Active listening = whole-hearted listening

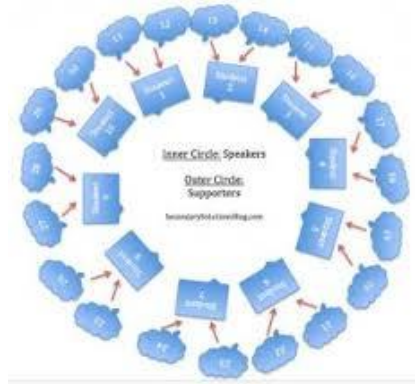
- Words
- Tone
- Body language
- What is NOT said

[It's Not About the Nail](#)

Moving Forward

3 techniques to capture individual stories and build collective stories.

- Participate in the demos
- Observe what is happening
 - To you
 - To others
- Listen Actively
 - What are you hearing? What are you not hearing?
- Engage critically
 - Where and when would you use these techniques?
 - Where and when would you NOT use these techniques



Socratic Circles

Socratic Circles

Socratic Circle Questions (to be added)

Respect within the Circle

How did it feel? When to use? When not to use?

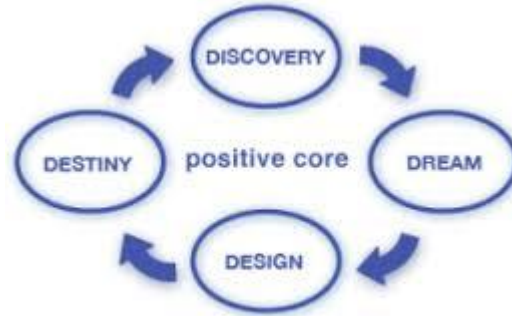
Break Time!



Welcome Back!

[Magic Coffee Table](#)





Appreciative Inquiry 4-D Process

Appreciative Inquiry

AI as both Approach and Method

Appreciative Inquiry Questions (to be added)

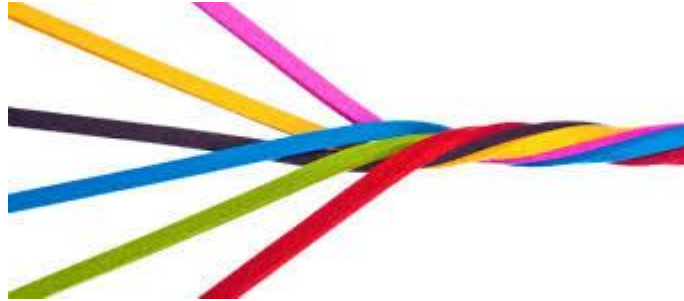
How did it feel? When to use? When not to use?



Cardstorming

Cardstorming Questions (to be added)

How did it feel? When to use? When not to use?



Pulling the Story Together

Engagement and Storytelling

To be added

- Link quality of engagement with quality of stories gathered
- Good engagement techniques help people to listen actively to one another, creates dialogical space
- Helps to build collective stories out of individual stories
- (loop back to comments made in the opening section)
- Creates joint ownership through personal sharing of stories - why this is your/our problem/solution - makes it real - learning together, collaborative

Upcoming IAP2 Training & Professional Development

- Annual Conference - Victoria (2018), Charleston (2019), Calgary (2020)
- Webinars - 2nd Tuesday
- Taster Series - Pilot Project - 4th Thursday
- Foundations of Public Participation
- Emotion and Outrage in Public Participation
- Skills Symposium - Ottawa (2019)

Keep in Touch!

Amelia Shaw

Executive Manager, IAP2 Canada and IAP2 USA

info@iap2canada.ca

