



## ANNEX 1 – DESCRIPTION OF ENGAGEMENT TOOLS

<b>Tool</b>	<b>Description</b>
Advertisements	Paid advertisements in newspapers and magazines
Advisory committees	A group of representative stakeholders assembled to provide public input to the planning process
Bill stuffer	Information flyer included with monthly utility bill
Briefings	Use regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate. Normally these groups need speakers. Examples of target audiences: Rotary Club, Lions Clubs, Elks Clubs, Kiwanis, League of Women Voters. Also a good technique for elected officials
Central information contact	Identify designated contacts for the public and media
Citizen juries	Small group of ordinary citizens empanelled to learn about an issue, cross examine witnesses, make a recommendation. Always non-binding with no legal standing
Closed door meeting	Meetings with invited participants, not accessible to the public
Coffee klatches	Small meetings within neighborhood usually at a person's home
Community fairs	Central event with multiple activities to provide project information and raise awareness
Community facilitators	Use qualified individuals in local community organizations to conduct project outreach
Computer-facilitated workshop	Any sized meeting when participants use interactive computer technology to register opinions
Consensus building techniques	Techniques for building consensus on project decisions such as criteria and alternative selection. Often used with advisory committees. Techniques include Delphi, nominal group technique, public value assessment and many others.
Deliberative polling	Measures informed opinion on an issue



Design charrettes	Intensive session where participants re-design project features
Doorstep visits	Individual visits with local residents and land owners
Expert panels	Public meeting designed in “Meet the Press” format. Media panel interviews experts from different perspectives
Feature stories	Focused stories on general project-related issues
Field visit	Organise visits to existing and future sites
Focus groups	Message testing forum with randomly selected members of target audience. Can also be used to obtain input on planning decisions
Future search conference	Focuses on the future of an organization, a network of people, or community
Information centres and field offices	Offices established with prescribed hours to distribute information and respond to inquiries
Information hotline	Identify a separate line for public access to prerecorded project information or to reach project team members who can answer questions/ obtain input
Information repositories	Libraries, city halls, distribution centers, schools, and other public facilities make good locations for housing project-related information
In-person surveys	One-on-one “focus groups” with standardized questionnaire or methodology such as “stated preference”
Internet surveys/polls	Web-based response polls
Interviews	One-to-one meetings with stakeholders to gain information for developing or refining public involvement and consensus building programs
Mailed surveys and questionnaires	Inquiries mailed randomly to sample population to gain specific information for statistical validation
MCA	Multicriteria analysis is a family of indicator-based assessment techniques whose development follows a procedure akin to that of composite indices (see Deliverable 4.1)



Mediation	Intervention in a dispute in order to resolve it
Meetings with existing groups	Small meetings with existing groups or in conjunction with another event
News conference	Organised news conference open to media and public
Newspaper inserts	A “fact sheet” within the local newspaper
Online decision making software	Open source software to allow for online decision making at a low cost (e.g. LiquidFeedback)
Open houses	An open house to allow the public to tour at their own pace. The facility should be set up with several stations, each addressing a separate issue. Resource people guide participants through the exhibits
Open space technology	Participants offer topics and others participate according to interest
Panels	A group assembled to debate or provide input on specific issues
Press release	Information sent directly to media outlets
Printed public information material	Fact sheets, newsletters, brochures, issue papers
Public hearings	Formal meetings with scheduled presentations offered
Public vote	Vote open to all members of the public
Radio	Radio programming to present information and elicit audience response
Response sheets	Mail-In-forms often included in fact sheets and other project mailings to gain information on public concerns and preferences
Role-playing	Participants act out characters in pre-defined situation followed by evaluation of the interaction
Roundtable meetings	A meeting for stakeholders for discussion and exchange of views
Samoan circle	Leaderless meeting that stimulates active participation
Simulation games	Exercises that simulate project decisions



Social media	Computer-mediated tools that allow people to create, share or exchange information and ideas in virtual communities and networks (e.g. Facebook, Twitter, LinkedIn)
Task force	A group of experts or representative stakeholders formed to develop a specific product or policy recommendation
Technical information contact	Providing access to technical expertise to individuals and organizations
Technical reports	Technical documents reporting research or policy findings
Telephone surveys/polls	Random sampling of population by telephone to gain specific information for statistical validation
Television	Television programming to present information and elicit audience response
Tours	Provide tours for key stakeholders, elected officials, advisory group members and the media
Town hall meeting	An informal public meeting, function or event.
Web-based meetings	Meetings that occur via the Internet
WebGIS	A web-based geographic information system for the study and assessment of spatial relationships (see Deliverable 4.1)
Web sites	A Web site provides information and links to other sites through the World Wide Web. Electronic mailing lists are included
Workshops	An informal public meeting that may include a presentations and exhibits but ends with interactive working groups
World Café	Organised meeting with a number of tables, each of which focuses on a specific issue. Participants move around the tables in order to discuss all the issues in small a small group setting