



# Citizen & Community Engagement

Strategic Foresight 2.0 Training and Capacity Development Workshop

**Citizens are demanding that their voices are heard and respected.** They are calling for public decision-making processes that are open, accountable and transparent. This means that yesterday's model of citizen consultations will no longer suffice. The still-common transactional consumer model of public consultation no longer works. In particular, promises made are not always kept and accountability is a rare commodity.

Citizens are wary of consultations that segment their citizenship into limited and specific interests, as if they are not whole and widely-caring persons. Citizens can now tell when they are being sold a pre-digested set of ideas, rather than being engaged.

Traditional public involvement processes need to be dismantled and re-imagined. We need to offer truly engaging conversations that are meaningful, capitalize on the sophistication of the public and recognize the complexity of the issues.

Examples of better ways to engage the public will be offered, including ways that identify and analyze the risks of poor practices.

#### Background:

What is and is not citizen engagement. The continuum of types of conversations, from consultation to engagement. How to create and ensure accountability.

#### Generating Understanding:

The risks of engaging citizens. A framework for creative problem-solving and meaningful engagement processes.

#### Enhancing Communication in Difficult Conversations:

- The "What Happened?" conversation – the three dimensions of what has happened and what should happen.
- The "Feelings" conversation – feelings, expressed or not, are at the core of difficult conversations.
- The "Identity" conversation – our internal conversations about who we are and how we see ourselves cannot be ignored.

#### Promoting Empowerment:

The ten principles of engaging with others successfully. The role of power.

#### Hands and Minds On:

Hands-on activities include role plays, real world situations and discussion.

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#### You will learn how to:

- Overcome cynicism
- Generate understanding
- Enhance communication
- Promote empowerment

#### Who should attend?

Persons who are responsible for conceiving, designing and executing public engagement processes.

Persons who are responsible for major projects that require effective public engagement processes.

Persons who want to move from yesterday's consultations to citizen engagements that fit the emerging public of the 21<sup>st</sup> Century.

Persons from the private, public and not-for-profit sectors, as well as the First Nations community, who want to make a difference.

#### Facilitated by

**Felicity Edwards M.Sc. M.A.**

Principal, The CSE Group

Felicity has thirty years of experience with the design, development and implementation of citizen engagement programs.

She has advised and worked with organizations in the resource sector, all three levels of government and not-for-profits.

Much of her work has been in the space where the interests of organizations in several sectors intersect and are in conflict.

Felicity has engaged citizens across Canada.

Felicity also teaches in the Peace and Conflict Masters Program at Royal Roads University.