Engaging your Community: Community Consultation

Community Conversations – 3 Hour Version

Room setup

- Tables for all participants (6-8 people per table)
- Wall space for post-its, idea worksheets and large grid

Materials

- Paper materials including post-it notes as well as nametags, markers, tape and pens
- Laptop
- Projector
- Screen
- Handouts for each participant
- Flip chart x3

Community Consultation Goals

- Understand the museum's relevance and worth within the community and establish a desire to strengthen the relationship with the community
- Identify the assets within the community and opportunities for partnerships
- Generate ideas for programs and services that have meaning within your community
- Prioritize the ideas for programs and services to understand which are most important to the community
- Gauge interest in participation and leadership

#	Time	Activity & Instruction	Notes and Materials required
1	15 mins	**Opening & Welcome** • Introduce facilitators and museum representatives • Welcome all and thank for participation • Why the museum is undergoing this process (what triggered the museum, key issues, etc.) • Describe successes to date in forming a relationship with the community. In this process we're allowed to re-think and improve upon these ideas too! • Why they were invited (i.e. critical to collaborate with the community in developing ideas; representation from diverse groups) • Overview of the Engaging your Community process and this session	• Name tags
2	15 mins	**Ice breaker - Speed Dating** Two rounds of pairing up with someone you don't know really well, or discussion in table groups. (5 minutes each) • Round 1: What's your favourite thing about this community? • Round 2: Why is it important that you are here today? • Round 3: What do you love most about what you do (work or volunteering)?	• PowerPoint slides • Laptop • Projector • Screen
3	10 mins	**Organization** • Groups of 6-10 people • Ensure each participant group includes one Working Group member Introduce roles in each group • 1 Conversation leader ensures everyone gets a chance to speak and helps the group to stay on topic • 1 Note-taker captures key insights on separate post-it notes. Note-taker should number each post-it to associate it with the round & question Each round has three questions. We're going to address each question one a time. *Tips for Quality Conversation* • **Share Responsibility -** for your own learning and the quality of the group's dialogue	• PowerPoint slides • Laptop • Projector • Screen • Post-it notes • Markers

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		• **Hear all Voices –** Invite everyone to express their perspective and share from their experiences • **Listen -** Listen carefully and actively: hear what each member has to offer and let others speak • **Stay Open Minded –** Be curious, seek to understand, explore ideas you want to reject • **Silence is Powerful –** Allow moments of silence to enrich your dialogue; sit with a question until there is clarity; pause to acknowledge an insight that resonates	
4	30 mins	ROUND 1 **FOCUS: Understand the museum's relevance and worth within the community and establish a need to strengthen the relationship with the community**. Q1. How would you describe the values and goals of this community? Q2. What does the museum mean to you? How do you think your feelings are the same or different to the wider community? Q3. In what ways does the museum connect with the community? Why are those connections important? Q4. What barriers affect the museum's ability to connect with our community? Do they affect specific groups that you can identify? The note-taker should select **3 post-it notes** as each group's 'top insights' and hand them into the facilitator at the end of the round. *Remind note-taker to select top 3 insights as time comes to an end.* *Collect post-it notes and cluster them into themes on the wall.*	• Timer • PowerPoint slides • Laptop • Projector • Screen • Post-it notes • Pens • Poster paper to line the walls • Markers Wall space to put post-its up in clusters.

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5	30 mins	ROUND 2 **Generation of ideas for programs and services that would have meaning within your community** Q1. Think of ideas for ways the museum could go beyond its walls and into the community through the groups/places/people who are active in the community. (stretch the mind, there are no bad ideas!) Q2. Think of ideas for ways these groups/places/people could come into the museum (programs, services, roles, responsibilities, access, events, etc.) Q3. Of the ideas generated so far, which are standing out as having some potential (select 3-5)? Write each idea on the front of an Idea Worksheet with overview information.	• PowerPoint slides • Laptop • Projector • Screen • Timer • Post-it notes • Markers • Idea worksheets
6	20 mins	**Share back to the larger group** 1. Have each circle share their top ideas 2. Paste the idea worksheets on the walls around the room (group similar sheets)	• Timer • Tape
7	10 mins	**Dotmocracy** • Remind everyone of the goal of establishing a deeper, more sustainable relationship between the museum and the community • Explain that while all the ideas are good, we can't do them all at once, and the purpose of the dotmocracy, is that it enables you to help us prioritize which of these ideas to focus on first • Ask everyone to walk around the room and put a dot next to their top **3** ideas that they think would be meaningful for the community & the museum • Count all the stars and write the number next to the idea title	• Dots • Timer Large wall space to put up idea worksheets.

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8	30 mins	ROUND 4 **Expanding the promising ideas** • Place each of the 5-10 top idea worksheets at a different table. • Ask each person to go to the table of the idea that most interests them. With your group, discuss the following questions and document the responses on the back of the Idea Worksheet: 1. What problem is this idea solving? 2. Who could benefit from this idea? 3. What do you need to make it real? 4. Plot the idea on the following chart: **Significant Impact** **Easy to Implement** 5 4 3 2 1 1 2 3 4 5 **Hard to Implement** 5 4 3 2 1 / 1 2 3 4 5 **Lower Impact**	• Idea worksheets • Pens

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9	5 mins	**Share back with the full group** The facilitator asks each group where they plotted the idea on the grid and asks them how they measured the impact of the idea as well as why it was easier/harder to implement *Assistant facilitator to take notes.*	• Large grid Wall space or flip chart to post large grid.
10	5 mins	**Next Steps** Action Plan meeting with the working group to compare Self-Assessment and Community Consultation results. • The working group will discuss results and identify what ideas to move forward. • They will take your idea worksheets to help inform those ideas (meaningfulness, resources required, etc.) • Accountability to you, the community as a whole, working group will share back and update you on progress.	
	8 mins	**Wheel of Engagement Exercise** "We need your input on how you'd like to help moving the selected ideas forward. This way the working group can communicate with you and involve you at the level you're comfortable with." Summarize how each level is defined: • **Core –** interested in being actively involved in the functioning and development of the idea • **Involved –** want to be frequently consulted and given opportunity to provide in-depth feedback (attending discussions or workshops as needed) • **Supportive –** want to provide some type of support and input (answering online surveys, etc.) • **Interested –** want to be kept informed of the progress, but not be directly involved in the work (newsletter, etc.) Hand out wheel of engagement worksheets.	• Wheel of engagement worksheets • Dots

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		Read aloud the top ideas and ask participants to write them around the wheel. Ask people to place a dot (or dots) to indicate the level of engagement they would like to have for each idea in putting the ideas explored today into action Collect all idea worksheets	
11	5 mins	**Wrap-up** Thank all participants for attending. • Ask for one word or phrase from participants that summarizes what you're leaving the meeting with today • If anyone has feedback, please write it on the cue cards in the middle of the table.	• Cue cards • Pens