

# Tool 1: Foster genuine engagement

## How to foster genuine engagement with this process

A participant who feels that their voice has been heard and responded to, is likely to feel a greater sense of belonging.

This toolkit aligns with principles recommended by the IAP2 and refers to their Public Participation Spectrum which provides awareness of the importance of genuine communication. The following considerations should be part of your processes as you plan your listening activity:

1. When you ask people what they think and feel, you are implying that you will do something with the information. (see Levels of engagement below for more information).
2. When you seek people's feedback, be sure to let them know what you intend to do with the information.
3. When you invite participation, always let people know what level of participation you're seeking from them.
4. Keep participants informed and provide feedback so that they know how their input was valued and used.
5. Ensure that the feedback reaches and is considered by decision makers, and that the input of children and adults be celebrated and acknowledged within the context of the group and if appropriate, more broadly.

### Levels of engagement

Increasing level of public impact 

	Inform	Consult	Involve	Collaborate	Empower
<b>Goal of participation</b>	to provide participants with balanced and objective information which helps them understand	to obtain feedback from participants	to work with participants to ensure their thoughts and concerns are understood and considered	to partner with participants in all aspects of development	to place the final decision-making power in the hands of participants
<b>Implied promise to participants</b>	'we will keep you informed'	'we will keep you informed, listen to and acknowledge your thoughts and concerns, and provide feedback about how participants have influenced the decision'	'we will work with you to make sure your thoughts and concerns are directly reflected in the alternatives developed and provide feedback on how participants have influenced the decision'	'we will look to you for advice and innovation in formulating solutions. We will incorporate your recommendations into the decisions to the maximum extent possible'	'we will implement what you decide'
<b>Example techniques</b>	flyers, posters, fact sheets, face book pages, information sessions	surveys, public meetings, focus groups, sausage sizzles	workshops, working groups, circles of interest, focus groups	advisory committees, participant representatives, consensus building, photo journaling, key informant interviews	ballots, delegated decision, participant juries

Table 1. an adaptation of IAP2's Public Participation Spectrum

### Tools for listening – toolkit contents:

Tools for listening: explanatory booklet, and downloadable tools:

1. Foster Genuine Engagement
2. Plan for Safety
3. Tips for Listening
4. Posters
5. Feedback Sheets