

Welcome

Velkommen

Willkommen

Benvenuto

Sveiki

- Please switch on your camera picture
- Tænd venligst dit kamerabillede.
- Bitte schalten Sie ihr Kamerabild ein.
- Si prega di accendere la Videocamera.
- Įjunkite kameros vaizdą.



- In the plenum the microphone is muted.
- Mikrofonen er slået fra i plenarmødet.
- Im Plenum ist das Mikrofon stummgeschaltet.
- In plenaria il microfono è in muto.
- Plenariniame posėdyje mikrofonas nutildytas.



- Please select your mother tongue!
- Vælg dit modersmål!
- Bitte wählen Sie Ihre Muttersprache aus!
- Seleziona la tua madrelingua!
- Pasirinkite savo gimtąją kalbą!



The interpreting only starts at the official start. **Tolkning begynder ikke før den officielle start.** **Das Dolmetschen startet erst zum offiziellen Beginn.** **L'interpretazione inizierà solo alla partenza ufficiale.** **Vertimas žodžiu prasidės tik nuo renginio pradžios.**

Workshop for moderators and organisers

How to conduct inclusive, deliberative and effective citizens' dialogues

Anna Renkamp, Christian Huesmann

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| Bertelsmann**Stiftung**

Citizens' dialogues lead to better results and more legitimacy – if done inclusively, deliberatively, and effectively

Inclusive: citizens represent the plurality and diversity of society.

Deliberative: structured exchanges of different views and experiences lead to joint proposals.

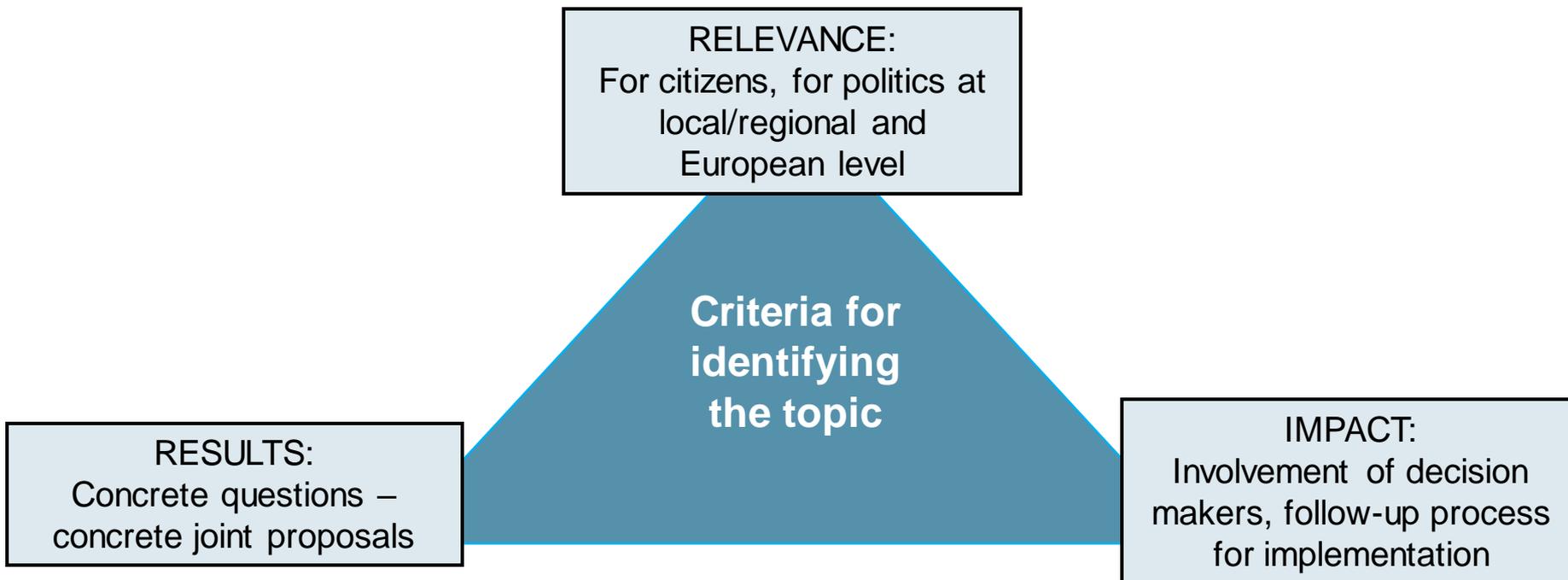
Effective: commitment from politicians, dialogue with policy-makers and follow-up process for results ensure acceptance and impact.



Designing and conducting citizens' dialogues and panels



The right topic and political commitment are key



Topics of citizens' dialogues: six examples

- **1:** Democratic Europe: How can we develop trust towards European democratic institutions?
 - **2:** Democratic Europe: How can various forms of citizen participation make citizens voices heard?
 - **3:** Digital Europe: How can Europe ensure that its citizens have equal access to digital technologies and the internet?
 - **4:** Digital Europe: How can Europe enable its citizens and businesses to become better users of the online world?
 - **5:** Green Europe: How can Europe stimulate its citizens and businesses to live, travel and produce in a more resource-efficient manner?
 - **6:** European Border region: How can we strengthen the collaboration?
-

Five steps for the creation of citizens proposals

- Step 1: Brainstorming and exchange of experiences
- Step 2: Informing and discussion with experts
- Step 3: Developing and prioritising ideas
- Step 4: Specification of ideas and proposals
- Step 5: Presenting and discussions with politicians



Example Border region: How can we strengthen the collaboration?

- Step 1: How do you **experience** the neighbouring region in your everyday life? How strongly are the regions connected? What problems/challenges do you see?
 - Step 2: Let's now take a look at the facts. What questions do you have for the **experts**? Which (new) aspects are important for our discussion?
 - Step 3: Do we need closer cooperation? Which areas are important to us? What **ideas** do you have: What could be done to make progress? What could our region contribute to improve cooperation, what could the EU contribute? Which of the ideas (1-2) are most important to us together in our group?
 - Step 4: How can the idea/s (1-2) be shaped? Which aspects are important to us in the **proposal**? How can the proposal be implemented?
 - Step 5: What challenges do you see for cooperation of the border region? Which issues are important? What proposals do you want to **discuss with the politicians**?
-

Example Refugee policy in Europe: How can we find a better way to deal with refugees?

- Step 1: How do you personally **experience** the situation of refugees in your everyday life? To what extent does it affect you? What problems and challenges do you see?
- Step 2: Let's now take a look at the facts. What questions do you have for the **experts**? Which (new) aspects are important for our discussion?
- Step 3: What changes would we like to see? Which areas are important to us? What **ideas** do you have: How should our region deal with refugees in the future? How the EU? In which areas should the region get more involved, in which areas the EU? What can we do as individuals? Which of the ideas are most important to us together in our group? Which of our ideas (1-2) help us most to solve the problems?
- Step 4: How is the idea/s shaped? Which aspects are important to us in the **proposal**?
- Step 5: What challenges do you see? Which issues are important? What proposals do you want to **present to the decision makers**?

Example Democratic Europe - How can various forms of citizen participation make citizens' voices heard?

- Step 1: How do you **experience** the European democracy in your everyday life? Do you think that your voice is heard in Brussels? What do you know how you can participate in EU-politics? What problems and challenges do you see?
 - Step 2: Let's now take a look at the facts. What questions do you have for the experts? Which (new) aspects are important for our discussion?
 - Step 3: How can citizen participation in EU policymaking be strengthened? What ideas do you have: What could be done to improve already existing forms of citizens' participation? What new forms do we need to make citizens' voices heard? Which of our ideas help us most to solve the problems? Which idea/s (1-2) do we want to develop?
 - Step 4: How is our idea shaped? Which aspects of our proposal need to be considered? What could our region contribute to improve citizens' participation? What could the EU contribute?
 - Step 5: What challenges do you see? Which issues are important? What proposals do you have to make citizens' voices heard in Brussels? What do you want to discuss with the politicians?
-

Example: Digital Cross-border citizens' dialogue (FR, GER, CH) *Covid and living together in the trinational border region of Basel*

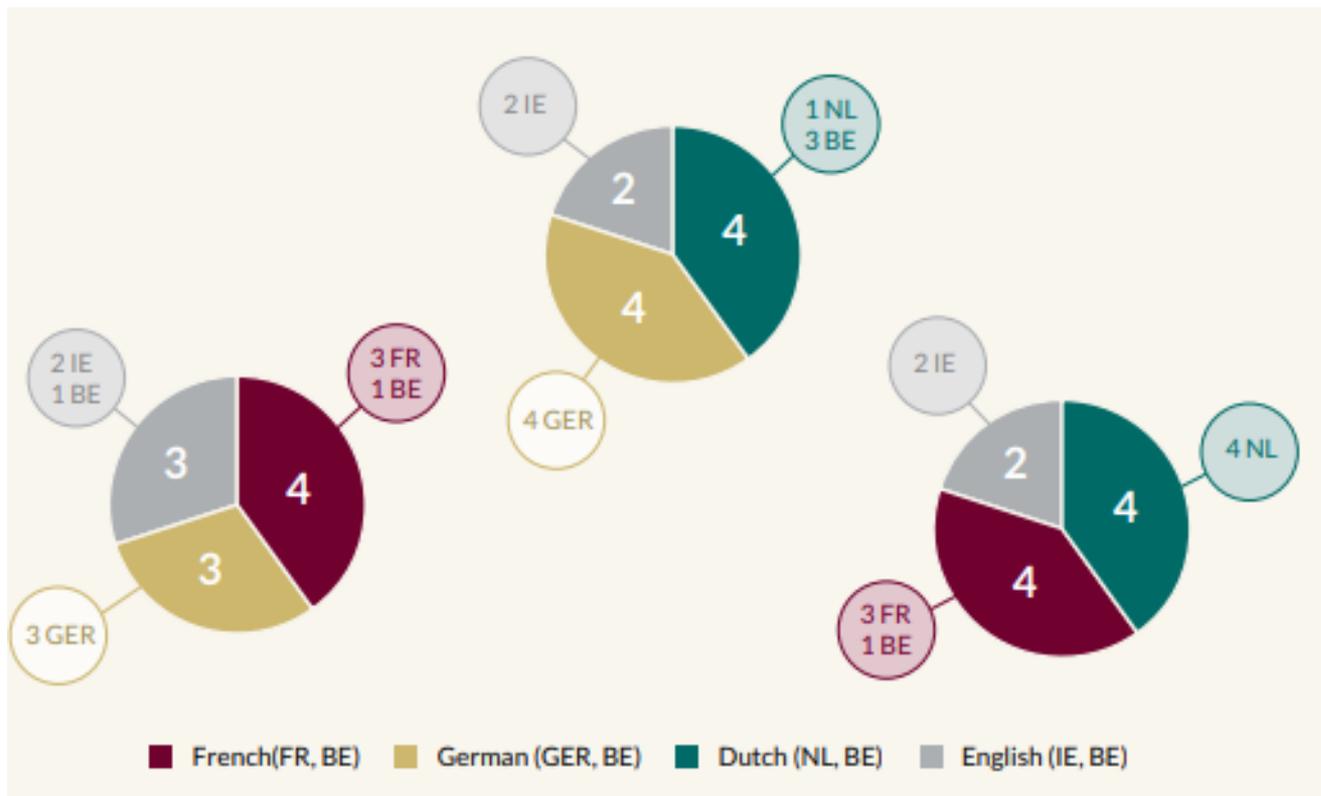
| Phase | Programm – 240 min (including breaks)– 60 citizens |
|--------------------------|--|
| 1. Plenary – 15min | Welcoming and onboarding of Citizens; testing the translation tool; first digital surveys on the topic |
| 2. Plenary – 30min | Statements and Information from German, French and Swiss politicians ; information input for the following work in small groups |
| 3. Small groups – 35min | Getting to know each other - Exchange of personal experiences with Covid |
| 4. Small groups – 45 min | Development of first ideas for improvement; working and agreeing on a limited number of ideas |
| 5. Plenary – 30min | Reports from the small groups; communitisation of table group results |
| 6. Plenary – 45 min | Discussion , feedback, political representatives responded directly to the ideas and outlined the follow-up |

Architecture of deliberation: number of citizens, groups and subtopics

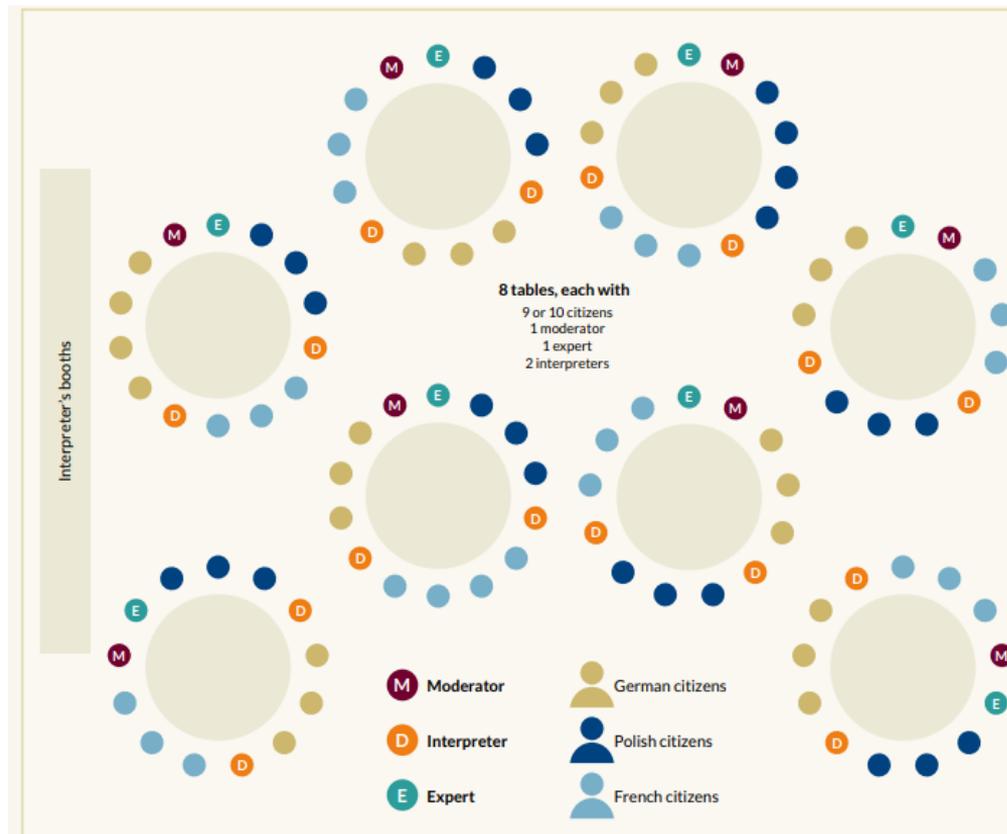
- Model one 50 citizens:
 - 7 groups, 7-8 persons per group, 7 group moderators, the same topic for all groups
- Model two 75 citizens:
 - 8 groups, 9-10 persons per group, 8 group moderators, 4 subtopics, 2 groups per subtopic
- Model three 100 citizens:
 - 9 groups, 11-12 persons per group, 9 group moderators, 3 subtopics, 3 groups per subtopic



Architecture of deliberation: composing the table groups with citizens



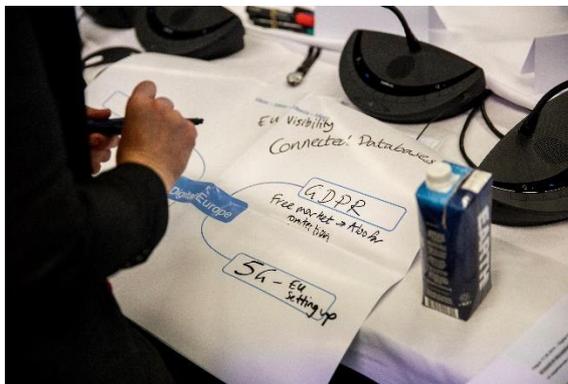
Architecture of deliberation:
composing the
table groups with
citizens,
moderators,
experts and
interpreters



Methods: deliberation in large and small groups



Methods: brainstorming, prioritising and documenting



Methods: information material and experts



Methods: involvement of politicians



Work in small groups

Breakout Groups:

What specific methods will you use in your dialogue?

What is important to you?



Technical details and interpretation



Online and onsite dialogues



The special features of online dialogues

The technology

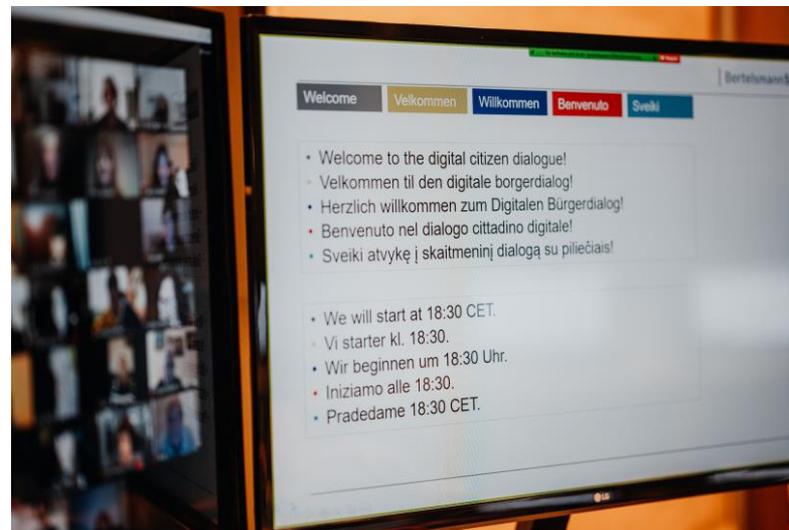
- Stable internet connection
- Computer/ laptop with camera, microphone & headset instead of smartphones or tablets
- One person per laptop or computer
- Online platform: lowest possible bandwidth,
- Waiting room, chat, surveys, small groups, easy handling
- Install the client / programme (Zoom?)
- Instructions for citizens

The roles

- Facilitation: overall process; chat & technology; small groups
- Decision making level takes part
- Topical expertise / input
- Technical support through IT or service providers
- Support hotline



Managing multilingual dialogues onsite and offline



Onsite and online: detailed schedules

Digitale Bürgerdialoge für Kommunen - Ablauf und Moderationshinweise

Rollen

Gesamtmoderation: GM: Führt inhaltlich durch den Dialog; moderiert die anderen Rollen an; ist Co-Host

Technik-Support: TS: Setzt das Meeting auf; ist Ansprechpartner:in für technische Einstellungen; stellt die Kleingruppen zusammen; gibt Umfragen frei; ist Host

Technische Moderation: TM: Moderiert technische Inhalte an; gibt ggf. die 1. Runde der Umfragen frei (wenn der TS beschäftigt ist); moderiert den Chat; ist Co-Host

Kleingruppenmoderation: KM: Moderieren Kleingruppen; berichten im Plenum → **Telefonnummern angeben!**

Technische Hotline: TH: ist im Hintergrund für technische Probleme der Bürger:innen ansprechbar, nimmt ohne Bild und Ton am Call teil

Repräsentant:in Kommune: RK (bei Bedarf)

Inputgeber:in (bei Bedarf)

Zusätzliche Personen: (bei Bedarf)

Unterstützung durch Mitarbeiter:innen: (bei Bedarf)

Technische Voreinstellungen

- Alle Mikrofone sind standardmäßig stumm geschaltet – Bis auf Personen mit aktiver Rolle
- Bürger:innen werden aufgefordert, sich mit Vor- und Nachnamen anzumelden
- Die Session ist passwortgeschützt
- Es existiert ein Warteraum
- Der Chat ist nur zu einer ausgewählten Person (TM) möglich
- Kleingruppen: Die Gruppenmoderator:innen sollten zuerst in der Break-Out Session sein
- GM; TM; TS; RK; Journalisten, nehmen **nicht** an einer Kleingruppe teil!

Anzahl Teilnehmende

- (XY) Bürger:innen; (XY) Kleingruppen (Gruppengröße max. 8)
- (XY) Kleingruppenmoderatoren
- 3 Moderator:innen (Inhalt; Chat; Technik)
- 1 Technische Hotline bei Störungen
- 1 Repräsentant:in der Kommune
- 1 Inputgeber:in
- **Insgesamt ca. (XY) Personen nehmen teil**

Commitment of politicians and involvement of the wider public



Before, during and after the dialogue: commitment of politicians

- Before the dialogue: Ensure the involvement of the right policymakers: relevant political level, competence on the topic, power for implementation
 - During the dialogue: Ensure participation of policymakers at the event, to listen, to react on certain ideas, to outline the follow-up process
 - After the dialogue: communicate the results of the dialogue, ensure the implementation of the follow-up and assess the handling of the results
 - **AND**: Talk about the event and the results and get the press and other media involved
-

Seven steps for documentation, reporting and outreach

1. Document the results of the citizens' dialogue with the help of moderators
 2. Produce a report on the citizens' dialogue, include the evaluation results, use the CoR template
 3. Upload the report on the digital platform of the COFE, use “Website guide for event organisers”
 4. Upload the report on your own website and the website of your partners
 5. Provide feedback to the participants, inform them about the report and encourage to contribute further to the COFE
 6. Send the report to CoR and relevant politicians at local, regional and European level, e. g. responsible CoR member
 7. Report the main results of your citizens' dialogue in the mass media, on the internet and social media (#TheFutureIsYours).
-

Template for the report on the results of the citizens' dialogue

- **Initiator/organiser:** name and address
 - **Short description** of the project and events: context and purpose, topic and focus, target group, methodology and structure, main subjects discussed at the event
 - **Participants:** number and type, method of recruiting
 - **Geographical coverage:** names of partners and regions involved
 - **Topic:** specific focus, subtopics, specific question
 - **Type of event:** title, character, date/s, duration, languages, method category
 - **The Citizens' proposals:** main ideas, arguments and proposals, expected follow-up
 - **Evaluation:** results of participants survey, assessment of initiator/organiser on method of inclusiveness, deliberation and effectiveness
-

Commitment of politicians and involvement of the wider public

Q&A - Session

How far are you with involving your politicians?

Do you have questions about documentation and reporting?

RANDOM SELECTION



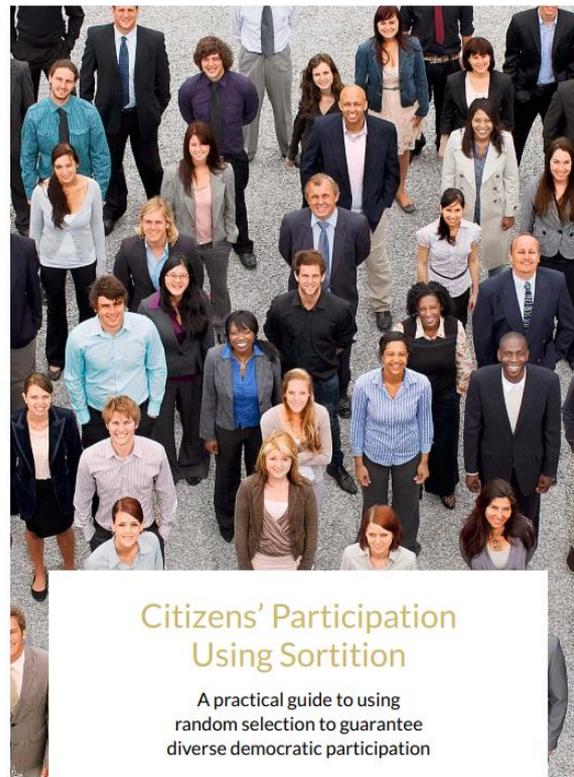
Random selection as a proven method for inclusive citizens' dialogues: the concept

- **Start at least eight weeks before the event!**
- **Decide on number** of participants and selection **criteria** (age, gender, level of education, place of living ...)
- **Decide on method of random selection:**
 - **Own selection from resident register** (2,000 – 5,000 € for postage + allowances for participants, staff needs to conduct random selection and contact participants)
 - **Selection from telephone databases through service provider** (10,000 – 15,000 € for a service provider + allowances for participants, recruiting strategy still required)



Random selection as a proven method for inclusive citizens' dialogues: the materials

- General **recruiting process**: timeline for recruiting committed participants invitation
- Example of recruiting process: **milestones** leading up to a successful dialogue
- **Framework** for a contract with a service provider
- Example of a **registration process**
- Cordial **invitation**: how to address potential participants
- **Information sheet** for citizens
- ... and more!



Citizens' Participation Using Sortition

A practical guide to using
random selection to guarantee
diverse democratic participation

Random selection as a proven method for inclusive citizens' dialogues

Q&A – Session

Do you have questions concerning carrying out random selection process?



TRAINING FOR MODERATORS



Training for moderators

Clarify roles: one person for the overall process (two for onsite), one facilitator for (digital) surveys, facilitators for small group work.

Tasks:

- Build a pleasant atmosphere and trust
- Moderate, do not join in the discussion
- Structure the discussion
- Provide orientation, pay attention to time
- In small groups: let everyone have their say
- Convey appreciation
- Be attentive, stay involved in the plenary session

→ **And above all - stay calm!**



The role of a small group facilitator: five tasks, five methods

| Tasks | Methods |
|--|---|
| Moderate | Moderate, do not join in the discussion |
| Take notes | Structure the discussion, ensure orientation, pay attention to time |
| Report results in plenary | Neutrality and appreciation (no evaluation) |
| Write down notes (max. one page) and email to organisers | Allow everyone to have their say |
| Be permanently present in the plenary, do not do any side work | Focus on personal experiences |

Five things to know for online facilitation

1. Sitting position: upright and centered in front of the screen, camera position at eye level, no hectic movements.
2. Background: plain ("neutral"), tidy room.
3. Incidence of light: from the front, as natural light as possible
4. Optics: a smile on the face
5. Tip: still mineral water next to the screen



Rules of conversation – for small or large groups

1. Your opinion is important to us. Each of you should have your say. When contributing your ideas, make sure that others can also have their say.
2. Especially important online: we don't interrupt each other. We let each other finish. If it is not your turn to speak, turn off your microphone.
3. Please raise your hand (physically or digitally) for feedback and questions!



Work in the small groups - an example

- Goal: To learn from the facilitation experiences of others; clarification about pros and cons about facilitation by external or own staff
- Facilitation process:
 - Welcome; rules of conversation; introduction of goal/question.
 - Introductory round incl. contribution to the topic - in order, start at the top left; "*We'll start directly - introduce yourself briefly (name, profession or where you live) and tell us what experiences you have had on the topic of moderating large or small groups.*"
 - Second round: exchange on the topic "*What do you think is the best way for my dialogue - facilitation by external or own staff?*"
 - If feasible, discussion: exchange and reaction to messages
 - Securing results: facilitator summarises the most important result from his point of view and reports in the plenary

Evaluation



Five reasons for evaluating your citizens' dialogue

1. Learning from participation processes is important for good participation.
 2. On the basis of continuous reflection and evaluation, the actors involved can optimise the current process, if necessary, and improve the quality of future improve.
 3. In the case of recurring participation processes, consistent documentation and evaluation also create the basis for the continuation and transferability of good participation practices.
 4. Evaluating and publishing the evaluation results is part of appreciating the commitment of the citizens.
 5. Last but not least: evaluation results can be used for public relation matters – external and internal!
-

Your opinion counts! Please give us your feedback on the Citizens' Dialogue**1. How do you assess today's event with regard to the following points?**

| | Very good | Good | Satisfactory | Moderately | Bad |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The entire event as such. | <input type="radio"/> |
| The various methods used (table discussion, voting etc.). | <input type="radio"/> |
| The cross-border character of the event. | <input type="radio"/> |
| The contents of the discussion. | <input type="radio"/> |
| The relevance of the topics discussed. | <input type="radio"/> |
| The chance to exchange views on important cross-border topics. | <input type="radio"/> |
| The exchange of views with EU citizens with different origins and opinions. | <input type="radio"/> |
| The chance to gain a better understanding of other EU citizens' point of view. | <input type="radio"/> |
| The participation of politicians in the discussion rounds. | <input type="radio"/> |
| The politicians' willingness to listen to citizens. | <input type="radio"/> |

2. What did you particularly like about the event?

3. What could have been better?

4. How satisfied are you with the European Union?

Very satisfied Mostly satisfied Undecided Mostly dissatisfied Dissatisfied

5. How satisfied are you with democracy in the European Union?

Very satisfied Mostly satisfied Undecided Mostly dissatisfied Dissatisfied

6. In your opinion, how strong are politicians' interests in citizens' issues and concerns?

Very strong Strong Moderate Not strong Non-existent

Example of a multilingual digital evaluation

| | |
|--------------------|---|
| English | How do you rate the whole event? a) Very good b) Rather good c) Undecided d) Rather bad e) Very bad |
| Dansk | Hvordan vurderer du det samlede arrangement? a) Meget godt b) Temmelig godt c) Ved ikke d) Temmelig dårligt e) Meget dårligt |
| Deutsch | Wie bewerten Sie die gesamte Veranstaltung? a) Sehr gut b) Eher gut c) Weiß nicht d) Eher schlecht e) Sehr schlecht |
| Italiano | Come valuta l'evento nella sua interezza? a) Ottimo b) Buono c) Non lo so d) Scarso e) Pessimo |
| Lietuviškai | Kaip vertinate visą renginį? a) Labai gerai b) Gana gerai c) Neapsisprendžiu d) Gana blogai e) Labai blogai |

| | |
|-------------|---|
| English | <p>What worked well? (Multiple choice)</p> <p>a) The technology b) The simultaneous translation c) The work in small groups d) The cross-border discussions e) Discussions with politicians f) Discussions with experts</p> |
| Dansk | <p>Hvad har fungeret godt? (Flere valg)</p> <p>a) Teknikken b) Simultantolkningen c) Arbejdet i små grupper d) De grænseoverlappende diskussioner e) Diskussionerne med politikere f) Diskussionerne med eksperter</p> |
| Deutsch | <p>Was hat gut funktioniert? (Mehrfachauswahl)</p> <p>a) Die Technik b) Das Simultandolmetschen c) Die Arbeit in Kleingruppen d) Die grenzüberschreitenden Diskussionen e) Die Diskussionen mit Politikern f) Die Diskussionen mit Experten</p> |
| Italiano | <p>Che cosa ha funzionato bene? (Scelta multipla)</p> <p>a) La strumentazione tecnica b) L'interpretazione simultanea c) Il lavoro in piccoli gruppi d) Le discussioni internazionali e) Le discussioni con i politici f) Le discussioni con gli esperti</p> |
| Lietuviškai | <p>Kas buvo puiku? (Galite rinktis daugiau nei vieną atsakymą)</p> <p>a) Technologijos b) Sinchroninis vertimas c) Darbas mažose grupelėse d) Diskusijos su užsieniečiais e) Diskusijos su politikais f) Diskusijos su ekspertais</p> |

| | |
|--------------------|---|
| English | How has your opinion about the EU changed in this dialogue? It is now... a) more positive. b) unchanged. c) more negative. |
| Dansk | Hvordan har dit billede af EU ændret sig i denne dialog? Det er nu ... a) mere positivt. b) det samme. c) mere negativt. |
| Deutsch | Wie hat sich ihr Bild über die EU in diesem Dialog geändert? Es ist jetzt ... a) positiver. b) gleich. c) negativer. |
| Italiano | Com'è cambiata la sua immagine dell'UE nel corso di questo dialogo? Ora è... a) più positiva. b) uguale. c) più negativa. |
| Lietuviškai | Ar šio dialogo metu jūsų nuomonė apie ES pasikeitė? Ar ji dabar yra... a) labiau teigiama. b) nepakitusi. c) labiau neigiama. |

The added value of innovative deliberative citizens' dialogues for politics and citizens

Politicians can implement citizen-centred policies

- Knowing what is collectively important to citizens reflecting the diversity of society
- Better preparation of political decisions through input from citizens and new perspectives
- Greater understanding, more acceptance for politicians and politics

Citizens can have their say

- Bringing interests and ideas into political processes and being heard by politics
 - Helping to shape and influence politics
 - More trust in politics and democracy
-

Thank you!

Please visit us at



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