

Coaching Manual On Civic Engagement



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Introduction

This Coaching Manual serves as a complimentary document to the Technical Document on Civic Engagement. It contains a session plan for the orientation workshop on the Technical Document on Civic Engagement as well as one or more coaching session plans for all the tools described in the Technical Document on Civic Engagement. Some session plans have already been tested. It should help council facilitators and councils to prepare and conduct civic engagement activities.

With support from NCDD-S and EU SPACE, eight partner councils in the provinces of Battambang and Kampong Chhnang participated in an orientation session on the Technical Document on Civic Engagement and multiple coaching sessions on the preparation and implementation of the activities. As a result those councils have begun to develop civic engagement activities such as focus group discussions, consultation with expert, improving regular information dissemination, and ensuring access by citizens to important council documents. The experiences gathered during the coaching sessions with the councils have fed into the session plans.

Most council has selected the simpler tools for getting starting with civic engagement activities. Simple tools like consultation with experts or focus group discussions fulfil their purposes just like other more complex tools. They provide the council with the opportunity to collect basic information, learn about people's needs, and make good decisions.

Councilors and citizens who have participated in the different events were consistently satisfied with the results, even if not all the activities were perfectly organized. But that's not a problem: the citizens appreciate that the council has picked up on their issues, listened to them, and discussed solutions together with them. Imperfectly organized civic engagement activities are certainly better than no civic engagement activities at all.

This coaching manual should encourage facilitators to initiate discussions with the councils about forms of people's participation and to test these in a gradual process. NCDD-S wishes the facilitators and councils the greatest success with these activities.

General Hints for Facilitators

1. Facilitators should be prepared to discover that coaching on the TD on Civic Engagement is more ambitious than coaching on the TD on council meetings or the TD on dissemination and consultative forums. The main reasons are: sub-national administrations have little or no experience regarding how to engage with citizens and CSOs. They lack knowledge about which issues are suitable for civic engagement, how to organize the process of civic engagement and which tools are proper for consulting with citizens and CSOs. Lessons learned with the partner councils of NCDD-S during the testing period include the need for councils to be supported in identifying the issues they want to deal with, and in selecting one or two of many tools provided in the TD. As some tools are very similar, facilitators should carefully study the table that highlights the tools' similarities and differences (See TD).

2. Facilitators should point out to the councils that some of the tools presented in the TD on Civic Engagement should be implemented without fail. Those tools are continuous dissemination of information, establishing contact with CSOs, sharing documents with CSOs, and providing access to important council documents. They serve, on the one hand, to make the work of the local government transparent. On the other hand, they are also required in order to make it possible for councils to establish contact with citizens and CSOs, and to include them in their decision-making.
3. Facilitators should not use the coaching manual as a set of guidelines. The coaching manual provides session plans on each tool of the TD. In addition, the manual includes a session plan for the first orientation on the TD and a session plan on how to identify an issue. But the session plans are not a set of guidelines. The facilitators should modify the session plans. They can revise, cancel or add questions according to the know-how of their councils.
4. Facilitators take care in ensuring that the division of tasks between the council and administration is followed. To ease this process, two (or more) sessions were developed for most of the tools. The first session serves to explain the tool's characteristics and to prepare for implementation. All council members as well as key persons in the administration should participate in this session. During the second session, the focus is on supporting the administration's preparatory process. The chairperson of the council should also participate in this session, but not all council members. The administration is responsible for the practical preparatory procedures for holding an event with citizens, CSOs or experts.
5. Facilitators should pay attention to ensure that civic engagement activity concepts developed during a coaching session with the council must nevertheless be adopted in an official council meeting, including the costs that arise. The administration must prepare a corresponding cost estimate.
6. Facilitators should repeatedly explain that people's participation cannot be achieved through a single action. It is an ongoing process that encompasses a variety of topics with a variety of interest groups. The first step is generally an assessment that may be carried out with experts, citizens, CSOs, or all of these together. A great variety of approaches can be taken for this step, for example using outreach activities, public meetings, focus group discussions or expert hearings. After the assessment, the council decides on the next steps, for example, additional expert meetings. Before a final decision is made on how the problem can be solved, the concept should certainly be discussed again with affected citizens, CSOs and/or experts.
7. Facilitators should draw the council's attention to the fact that the event's success depends on the moderator. This is particularly true for events with large numbers of participants. The council makes the final decision on who acts as the event's moderator. It can be the chairperson – they can moderate themselves, or share this responsibility with a council member or someone from the administration. The council, however, can also engage an experienced external moderator, e.g. from a local CSO.
8. Facilitators should encourage the council to conduct a dry-run before meeting with citizens, CSOs or experts. During a dry-run, only the key actors are present; they go through the agenda together, check whether all the materials have been prepared, discuss the seating arrangement, etc. A dry-run ensures that everything has been well-prepared.

9. Facilitators should encourage the council to take stock following every action and reflect on progress. This type of reflection can take place during a council meeting or during a coaching session. The objective is to analyze the strengths and weaknesses of the action, and to draw conclusions for future steps.

Part 1: Orientation Session on Civic Engagement

Session on Orientation on Civic Engagement

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|---------------------------------------|--|--|--|--|
| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ have an overview on technical document on civic engagement (TD) ▪ be able to describe briefly about tools on civic engagement | | | |
| Participants | All Councillors, Board of Governors (BoG), Administration Director (AD) | | | |
| Duration | 6h.40mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 15mn | <u>I. Introduction and Welcome</u> <ul style="list-style-type: none"> ▪ Opening Remark (Chairperson) ▪ Presentation on objective and agenda of the workshop. | Participants know the content and process of the workshop. | | Hand out #1: objective and agenda of orientation |
| II. Basics of Civic Engagement | | | | |
| 30mn | Plenary Discussion <ol style="list-style-type: none"> 1. Facilitator asks participants the question below: Based on your experiences <ul style="list-style-type: none"> ▪ What do you understand about civic engagement? 2. Facilitator writes all the answers on flip chart, and summarizes the results. | Participants reflect on their own understanding of CE. | Reflection on participant's experiences is always a good starting point for developing a common understanding. | |
| 35mn | Presentation <ol style="list-style-type: none"> 1. Facilitator presents definition, characteristic, benefit, success factor, target group and cycle of CE. 2. Questions and Answers | Participants know the basic of CE. | | definition, characteristic, benefits, success factor, target group & cycle of CE(see annex #1) |

| III. Basics of Information Gathering | | | | |
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| 45mn | <p>Brainstorming</p> <ol style="list-style-type: none"> Facilitator asks participants the following questions: <ul style="list-style-type: none"> Why do you need to gather information? How do you gather information? After participants share their views, facilitator presents the basic of information gathering (definition, purposes, source etc.) Questions and answers | <ul style="list-style-type: none"> Participants understand the necessity of collecting information in order to make informed decisions. Participants know the basics of information gathering. | | definition, purpose, source, (see annex #2) |
| IV. Basic Tools for Civic Engagement | | | | |
| 60mn | <p>Group Work</p> <ol style="list-style-type: none"> Facilitator divides participants into four groups; each group reads one tool. Each group need to discuss and clarify among themselves for their understanding on the tool. Facilitator asks one representative from each group to share their understanding in the plenary. Questions and clarification | Participants understand the purpose, similarities and the differences of the basic tools of CE. | | |
| 40mn | <p>Presentation</p> <ol style="list-style-type: none"> Facilitator presents the purpose and complexity of the basic tools and highlights the similarities and the differences if needed. Questions and answers in plenary. | | Facilitator should inform council that the basic tools are necessary for CE. Therefore, the council has to implement these tools. | |
| V. Tools for Civic Engagement | | | | |

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| 60mn | <p>Cross Group Exercise</p> <p><u>First round: 30mn</u></p> <ol style="list-style-type: none"> 1. Facilitator divides participants into 5 groups (eg.3 people in a group) 2. Each group is assigned to read two tools then explain and clarify with each other in their group. The tools for each group work as the following: <p>Group 1: Dissemination and Consultative Forum & Public Meetings Group 2: Consultation with Experts & Focus Group Discussions Group 3: Round Tables & Workshops Group 4: Public Disclosure & Citizens' Consultation Hour Group 5: Joint Walk through a Residential Area & Open House Day</p> <p><u>Preparation for the second round</u></p> <ol style="list-style-type: none"> 1. At the end of the above exercise, the members of the five groups prepare for the next group discussion by counting 1, 2, 3. 2. The members with the same number (1 or 2 or 3) come together to form new groups. <p><u>Second round: 30mn</u></p> <ol style="list-style-type: none"> 1. Each member of the new group explains the two tools that s/he has read in the first round. 2. The members can ask for clarification. | Participants understand the purpose, similarities and the differences of 10 tools of CE. | <ul style="list-style-type: none"> ▪ In case the number of participants is 15 or higher you keep the 5 groups with more members in each group. ▪ In case the number of participants is lower than 15, you can reduce the number of the groups to 4 in the first round. So only 8 tools can be read in this exercise. ▪ The facilitator presents the last two tools in the Plenary Discussion after the second round. | |
| 40mn | <p>Presentation</p> <ol style="list-style-type: none"> 1. Facilitator presents the purpose and complexity of the 10 tools and explains similarities and differences. 2. Questions and answers in plenary | | | |

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| 15mn | Presentation 1. Facilitator presents two tools on Survey and Research Study. 2. Questions and clarifications | Participants understand the purpose and the similarities and the differences of the 2 tools | | |
| VI. Civic Engagement with Children and Youth | | | | |
| 20mn | Plenary Discussion 1. Facilitator asks participants the following questions: <ul style="list-style-type: none"> ▪ Have you experienced engaging with children and youth? ▪ Do you think there is a specific way to engage with youth and children? 2. Facilitator notes down all the answers on flipchart. | Participants are aware of the necessity to engage with youth and children | | |
| 30mn | Presentation 1. Facilitator presents the purpose and complexity of the 3 tools on Survey with Children and Youth, Children and Youth Meetings and Special events. 2. Facilitator highlights the similarities and the differences of each tool. 3. Questions and answers | Participants know some tools on how to engage with youth and children | | |
| 10mn | Wrap up and next steps 1. Facilitator summarizes key learning points 2. Facilitator and participants agree on the next coaching topic. | | If participants decide to implement the basic tools first, there is no need for a session on issue identification. If the participants want to engage with citizens the next coaching session should be on issue identification and the selection of appropriate tools. | |

Part 2: Coaching Sessions on Basic Tools for Civic Engagement

1. Continuous Information Dissemination

Session 1: Preparation of Continuous Information Dissemination

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|---------------------|--|--|--|------------------------------|
| Objectives | At the end of this session, participants will be able to identify: <ul style="list-style-type: none"> ▪ Information to be published ▪ Methodologies to improve information dissemination | | | |
| Participants | All councillors, a deputy governor in charge of information and administration director | | | |
| Duration | 2h10mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and welcome</u></p> <p>Facilitator welcomes the participants and presents objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 15mn | <p><u>Benefit of Information Dissemination</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Why information dissemination is needed? 2. Facilitator lists answers on a flipchart and adds points that are not raised. | Participants know the importance of information dissemination. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Create transparency ▪ Build trust between citizens and administration ▪ It is required by law (Organic Law, art 76)... ▪ Without continuous dissemination of information no participation of citizens in local politics | |
| 20mn | <p><u>Information to be Published</u></p> <p>Group Work</p> <ol style="list-style-type: none"> 1. Facilitator divides participants into three groups; each group brainstorms on the following question: <ul style="list-style-type: none"> ▪ What kind of information do the council and its administration have? 2. After participants collected the information and documents available in the administration, they categorize the | Participants know which information is for public and which is confidential. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Annual calendar of council meetings ▪ Work plan of council ▪ Agenda of each meeting ▪ Decisions of the council ▪ Reports of BoGs and Committees ▪ Investment program and development plan ▪ Administrative announcements ▪ The Public Office Hour | |

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| | <p>information based on the following question:</p> <ul style="list-style-type: none"> ▪ Which information should be published? ▪ Which information shouldn't be published? <p>3. Facilitator asks one person from each group to present their results.</p> <p>4. After the presentation of the first group the two other groups add only the points that were not mentioned by the first group.</p> | | <ul style="list-style-type: none"> ▪ Overview on the structure of municipality/district/provincial hall, the location and room number of the divisions/offices ▪ Personal data of administrative staff and citizens ▪ Business data ▪ Documents that are earmarked confidential ▪ Annual budget | |
| 40mn | <p><u>Assessment on the Current Situation</u></p> <p>Plenary Discussion</p> <p>1. Facilitator starts the discussion by asking the following question:</p> <ul style="list-style-type: none"> ▪ Currently, how do you disseminate information? <p>2. Facilitator lists the answers on a flipchart.</p> <p>3. Facilitator continues the assessment by asking:</p> <ul style="list-style-type: none"> ▪ Are you satisfied with your current information dissemination? <ul style="list-style-type: none"> ➢ If yes, what do you like? ➢ If no, why? <p>4. Facilitator lists all the answer on flipchart and sums up this step.</p> | Participants reflect on the quality of their information dissemination. | | |

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| 25mn | <p><u>Improving Information Dissemination</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator starts the discussion by asking the following question: <ul style="list-style-type: none"> ▪ What do you propose to improve your information dissemination? 2. Facilitator lists the answers on a flipchart. 3. Facilitator and participants identify some top prioritized proposals which they want to implement. | Participants identified methodologies to improve their information dissemination. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Provide information more regularly ▪ Provide information short and readable ▪ Design the information boards more attractive ▪ Establish contact with local media <p>Facilitators should explore further information on proposals if participants do not propose anything new.</p> <p>Facilitator should encourage participants to raise a proposal to improve the information board.</p> | |
| 15mn | <p><u>Developing Action to implement the Proposals</u></p> <p>Plenary Discussion</p> <p>Facilitator and participants develop together some key activities to implement the selected proposals.</p> | Participants decide some key activities to implement the proposal. | After implementing proposals, facilitator should invite participants to reflect on the proposal implementation and decide some further steps to work on. | |
| 10mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key points of this coaching session. 2. Facilitator and participants agree on the next coaching session. | | | |

2. Access to Important Council's Documents

Session 1: Access to Important Councils' Documents

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|---------------------|--|--|---|-----------------------------|
| Objectives | By the end of this session, participants will know : <ul style="list-style-type: none"> ▪ The ways how to organize citizens' access to important council's document ▪ Which documents should be available ▪ Ways how to promote this service to citizens | | | |
| Participants | All councillors, board of governor and administration director | | | |
| Duration | 1h35mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tool & Reference |
| 5mn | <p><u>Introduction and welcome</u></p> <p>Facilitator welcomes participants and presents objectives of the coaching session.</p> | Participants know the content and the process of the session. | | |
| 25mn | <p><u>Overview on Access to Important Councils' Documents</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks participants the following questions: <ul style="list-style-type: none"> ▪ What is the purpose of "Access to important council's document"? 2. Facilitator lists down the answers 3. Facilitator presents the key elements of the tool. | Participants know the purpose of the access to important council's document. | | |
| 50mn | <p><u>Task to be done</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What needs to be done for organizing access to important council's documents? 2. Facilitator lists down all the answers 3. Based on the above answers, the facilitator goes through the list as follows: | Participants know task to be done. | <p><u>Room Organization</u></p> <p>Facilitator underlines that a separate room is not needed for this service.</p> <p>Facilitator explains that it is not necessary to have all documents in one room; documents shall be handed over to citizens by the</p> | |

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| | <p><u>Room Organization</u></p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> Which room/place is suitable for citizens to read council's documents? How will you organize the room? Who is responsible? When will you start? Facilitator lists down all answers on flip chart. <p><u>Documents to be Available</u></p> <p>Facilitator asks:</p> <ul style="list-style-type: none"> What documents should be available for public? Who will be the contact person for providing this service to citizens? <p><u>Date for Starting Access to Important Council's Documents</u></p> <p>Facilitator asks:</p> <ul style="list-style-type: none"> When are you going to start this service? <p><u>Announcement</u></p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> How do you promote the access to important council's documents to the public? Facilitator lists down all answers on flip chart Facilitator and participants agree on ways to promote the service. | | <p>person in charge of this service.</p> <p>Facilitator should propose to the participants to prepare a poster listing down important council's documents.</p> <p><u>Documents to be Available</u></p> <p>Possible Answers:</p> <ul style="list-style-type: none"> Financial reports Monthly, quarterly and annually reports Development plan 3 year investment program Minutes of the council meeting BoG reports Procurement documents Annual budget Annual meeting calendar Approved decisions/deika Etc. <p>Facilitator should inform that no important skills are required for person to host this service. Administration should ensure the citizens can easily find the place of service by putting a sign on the information board</p> | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> The facilitator summarizes key outputs to be done for access to important council's document. Facilitator asks participants if they need further support and confirm the next coaching session if necessary. | | | |

3. Establish Contact with Civil Society Organizations

Session 1: Overview on Civil Society Organizations

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|---------------------|---|---|--|------------------------------|
| Objectives | At the end of this session, participants will <ul style="list-style-type: none"> ▪ Understand the importance of having an overview on CSOs ▪ Know the sources of information | | | |
| Participants | All councillors, BoG, Administration Director (AD) | | | |
| Duration | 2h | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction Welcome</u></p> <p>Facilitator welcomes participants and presents objectives of coaching session.</p> | Participants know the content and the process of the session. | | |
| 20mn | <p><u>Understanding of CSOs</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks participants: <ul style="list-style-type: none"> ▪ What does CSOs refer to? ▪ Do you know any CSOs in your area? ▪ What are they doing? 2. Facilitator notes the names of the CSOs on the flipchart. 3. Facilitator asks: <ul style="list-style-type: none"> ▪ Do you have a complete and updated list of these CSOs? ▪ Do you think it is necessarily to have an overview on CSOs in your area? Why? | Participants know some CSOs in their area and see the importance of having a complete and updated list of CSOs. | Facilitator should refer to list of CSOs in TD for some ideas (page 41). | |
| 25mn | <p><u>Information of CSOs</u></p> <p>Pair Work</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What information of the CSOs do you need? | Participants know information that needs to be collected. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Name of the group ▪ Contact person ▪ Phone number ▪ Sector ▪ Location ...etc | |

| | <ol style="list-style-type: none"> 2. Facilitator asks first pair to read their answers and the later pairs only add the different answer. 3. Facilitator lists all the answers on the flipchart and summarizes key points. 4. Participants agree on the information that needs to be included in the list. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---------------|-----|-----------------------|----------|--------------------|----------|---|-------------|--------|--|--|--|--|--------|--|--|---|---------|--------|--|--|--|--|--------|--|--|
| 40mn | <p><u>Collecting information of CSOs</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks participants: <ul style="list-style-type: none"> ▪ Where can you get the additional information on CSOs in your area? ▪ How will you collect this information? ▪ Who will be responsible for the tasks? 2. Facilitator lists down all answers on the flip chart and prepare an action plan | Participants have an action plan who, where and how to collect information. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Possible sources: Councillors, Line office, Commune Councils, WCCC, TFC...etc. ▪ Possible way: Announce and distribute the form during council meeting, sending out letters to relevant sources. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Action plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">No.</th> <th style="width: 25%;">Source of information</th> <th style="width: 30%;">Activity</th> <th style="width: 20%;">Responsible person</th> <th style="width: 20%;">Deadline</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Line office</td> <td>1.....</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>2.....</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Commune</td> <td>1.....</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>2.....</td> <td></td> <td></td> </tr> </tbody> </table> | | | | | No. | Source of information | Activity | Responsible person | Deadline | 1 | Line office | 1..... | | | | | 2..... | | | 2 | Commune | 1..... | | | | | 2..... | | |
| No. | Source of information | Activity | Responsible person | Deadline | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Line office | 1..... | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 2..... | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Commune | 1..... | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 2..... | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20mn | <p><u>Presentation on CSOs forms</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator introduces form 1, 2 & 3 and explains the benefits of having the different forms. 2. Facilitator asks participants to discuss and modify the forms if they want. | Participants know the difference of each form and agree on the form they want to use. | <p>Facilitator encourages participants to use at least the forms on overview on CSOs by sector and location.</p> <p>If the representative of the administration asks for support on filling in the forms, the facilitator should arrange an extra meeting with the responsible staff.</p> | Forms 1, 2 &3 | | | | | | | | | | | | | | | | | | | | | | | | | |

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| 10mn | Wrap up and next step <ol style="list-style-type: none"><li data-bbox="398 209 909 236">1. Facilitator summarizes the session.<li data-bbox="398 240 1025 300">2. Facilitator agrees with participants on the next session. | | | |
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Session 2: Preparing Administration to present List on CSOs and Options for Establishing Contact with CSOs

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| Objectives | At the end of this session, participants will be able to present: <ul style="list-style-type: none"> ▪ The draft overview on CSOs to the council ▪ The options for establishing contact with CSOs | | | |
| Participants | Chairperson, Administration Director (AD) and responsible staff | | | |
| Duration | 1h 25mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes participants and presents objective of coaching session.</p> | Participants know the content and the process of the session. | | |
| 20mn | <p><u>How to present the list of CSO</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks participants to go through the list of the CSOs and check if the form is filled in correctly. 2. Facilitator asks: <ul style="list-style-type: none"> ▪ How do you want to present the draft of the overview on CSOs to the council? 3. Facilitator asks participants to list all the answers. | Participants are prepared to present the list on CSOs to the council. | If the information is not completed, the administration needs to gather the missing information after the coaching session. Nevertheless, facilitator continues to discuss on how to presents the draft of CSOs to the council. | |
| 50mn | <p><u>Options for establishing contact with CSOs</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks participants to read options for establishing contact with CSOs in TD. 2. Facilitator asks if participants need any clarification. 3. Facilitator asks: <ul style="list-style-type: none"> ▪ Do you have additional options on how to get in contact with CSOs? | Participants are prepared to present the options on establishing the contact with CSOs to the council. | <p>Facilitator should make sure the participants do not take any decision on the options in the coaching session.</p> <p>Facilitator should encourage the chairperson to lead an active discussion on the different options during the council meeting.</p> | |

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| | <ol style="list-style-type: none"> 4. Facilitator notes down the options if there are any. 5. Facilitator asks: <ul style="list-style-type: none"> ▪ How are you going to present the options to the council? 6. Facilitator and participants discuss the different ways to present the options and the administration decides. 7. Facilitator and administration agree on a deadline to finalize the presentation. 8. Facilitator should remind participants to include this issue to the draft agenda and to distribute the list on CSOs and the options to the council members at least three days before the council meeting. | | | |
| 10mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes the session 2. Facilitator agrees with participants on the next session. | | | |

Note: Session on First Meetings with CSOs included with the session on sharing important documents with CSOs

4. Sharing Important Documents between Councils and CSOs

Session 1: Prepare Councillors for the Meeting with CSOs

- This session can be provided no matter which option the council selected for establishing contact with CSOs.

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| Objectives | At the end of this session, participants are able to: <ul style="list-style-type: none"> Identify objectives of the meeting with CSOs Facilitate the meeting | | | |
| Participants | All councillors | | | |
| Duration | 1h35mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes participants and presents the objectives of coaching session. | Participants know the content and the process of the session. | | |
| 15mn | <u>Objective of the meeting with CSOs</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> Why do you want to meet CSOs? 2. Facilitator lists the answers on flipchart. | Participants know the objective of the meeting. | Possible Answers: <ul style="list-style-type: none"> introduce council to the CSOs get to know CSOs (get detail information from CSOs) share information agree on the future cooperation | |
| 30mn | <u>How to reach the objective</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> What are you going to do to reach each objective? 2. Facilitator lists down all the answers | Participants know the process of the dialogue. | Facilitator should focus on the whole process of the dialogue with CSOs. | |

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| 15mn | <p><u>Information to be shared with CSOs</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> Which information do you want to share with CSOs? Facilitator lists down all the answers. | Participants know the information need to be prepared. | <p>Possible Answers:</p> <ul style="list-style-type: none"> List of council members Structure of council administration, Structure of line offices and line department Work plan of the council Annual council meeting calendar Information related to the areas of CSOs work | |
| 10mn | <p><u>Identify stakeholder from administration</u></p> <p>Plenary Discussion</p> <p>Facilitator asks:</p> <ul style="list-style-type: none"> Who should be invited from administration? | Participants know who should be involved from administration. | Facilitator explains that it depends on the areas of the CSOs, eg. If the CSOs are working on women issues, representatives of WCCC should take part. | |
| 15mn | <p><u>Cooperation with CSOs</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> How do you want to cooperate with CSOs in the future? Facilitator lists down all the answers and participants decide which options they want to propose to the CSOs. | Participants identify ways of the cooperation. | <p>Possible Answers:</p> <ul style="list-style-type: none"> Sharing documents Inform CSOs about decisions regarding their issues Agree on regular meetings (1 or 2 times per year) Invite CSOs to the council meetings. | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> Facilitator summarizes the session Facilitator agrees with participants on the next session. | | | |

Part 3: Coaching Session on Civic Engagement Tools

1. Issue Identification

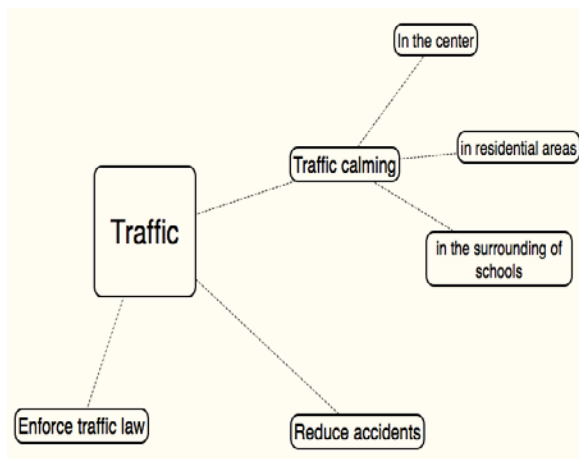
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| Objectives | At the end of this session, participants have : <ul style="list-style-type: none"> ▪ Identified one specific issue they want to work on in their respective areas ▪ Selected one or two appropriate tools to respond to the issue | | | |
| Participants | All councillors, AD, and BoG | | | |
| Duration | 2h.15mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 10mn | <p><u>Introduction and Welcome</u></p> <ol style="list-style-type: none"> 1. Facilitator indicates that before participants can select a tool to promote civic engagement, it is necessary to identify a specific issue. 2. Facilitator presents objectives of the session. | Participants know the content and process of the session. | | |
| 45mn | <p><u>Issue identification</u></p> <p>Brainstorming with cards:</p> <ol style="list-style-type: none"> 1. Facilitator distributes two cards to all participants. 2. Facilitator asks: <ul style="list-style-type: none"> ▪ On which issue do you want to work? 3. Participants answer the question by writing their issues on the cards (one issue per card). 4. Facilitator collects the cards and sticks them on the board; facilitator groups the cards by topic. 5. Participants discuss the different issues and select two issues. The selection can be done by dots. (Each participant has two dots) 6. After the selection of two issues the participants take the final decision on one issue by voting. | Participants agree on one issue to be solved. | <p><u>Points to be considered:</u></p> <p>Source of the issue</p> <ul style="list-style-type: none"> ▪ Complaint from citizens ▪ Observation of participants ▪ Statistic on social issues ▪ Up-coming task of the council such as preparation of development plan <p>Criteria of the issues</p> <ul style="list-style-type: none"> ▪ In the interests of citizens ▪ Meet the needs of citizens ▪ Possible for the council to deal with | |
| 30mn | <p><u>Mind Map for Specify the Issue</u></p> | Participants agree on a specific issue. | | |

Plenary Discussion

1. After the decision on the general issue, participants specify the issue.
2. Facilitator writes the general issue on a flip chart, e.g.



3. Regarding the selected general issue, Facilitator asks:
 - Which specific issue do you want to focus on?
4. Participants come up with their ideas; facilitator includes the ideas into the mind map.



5. After collecting the specific issues participants discuss the different ideas; after the discussion they agree on one specific issue.

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| 40mn | <p><u>Selection of Tools</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator collects information on issue selected from participants by asking the following questions: <ul style="list-style-type: none"> ▪ What information you already have? ▪ What information do you need to gather? ▪ Who can provide this information? 2. Facilitator asks: <ul style="list-style-type: none"> ▪ Which tools are appropriate to start working on the selected specific issue raised above? | Participants agree on an appropriate tool (s). | <p>Facilitator should not stick to the questions in the session plan. These questions will not fit to all the issues raised by the participants. Therefore, facilitator should modify accordingly.</p> <p>Facilitator should remind participants to bring the selected issue and tools to discuss and approve in the next council meeting.</p> | |
| 10mn | <p><u>Wrap up and next steps</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes the session. 2. Facilitator agrees with participants on the next session. | | | |

2. Public Meeting

Session 1: Overview on Public Meeting

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|---------------------|---|--|---|------------------------------|
| Objectives | By the end of this session, participants will be able to: <ul style="list-style-type: none"> Understand the advantages of public meetings Identify objectives and target group(s) for public meeting | | | |
| Participants | All councillors, board of governor and administration director. | | | |
| Duration | 1h | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | Introduction and Welcome Facilitator welcomes and presents the objectives of the session. | Participants know the content and the process of the session. | | |
| 20mn | Overview on Public Meeting Plenary Discussion 1. Facilitator reminds the participants that they already conducted D&C forum and asks: <ul style="list-style-type: none"> Can you briefly describe its advantage? 2. Facilitator presents shortly overview on the public meeting. <ul style="list-style-type: none"> What are the differences between D&C forum and the public meeting? 3. Facilitator lists down all the answers. 4. Facilitator summarizes the results and adds missing points. | Participants understand the importance and difference of the public meeting and D&C Forum. | Possible Answers: <ul style="list-style-type: none"> Public meeting is not required by the law Council can decide on the topic and the target group (women, men, children, handicapped, citizens of specific area, etc.) and it is open to everyone of the target group. | |
| 15mn | Objectives of the Public Meeting Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> What are the objectives of the public meeting? | Participants identify the objectives of the public meeting. | Possible Answers: <ul style="list-style-type: none"> Share information on issue Disseminate council's draft decision/proposal/concept on issue and collect | |

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| | <ol style="list-style-type: none"> 2. Facilitator lists all answers on flip chart. 3. Facilitator and participants agreed on the objectives for the public meeting. | | <p>recommendations from participants</p> <ul style="list-style-type: none"> ▪ Collect information from specific target group or on specific issues. <p>Facilitator should recommend participants to select maximum 3 objectives.</p> <p>Facilitator and participants should discuss on how to reach selected objectives.</p> | |
| 15mn | <p><u>Identify Target Group(s)</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on your objectives, which target group(s) should be invited for the meeting? 2. Facilitator lists all answers on flip chart. 3. Facilitator and participants agree on the target group(s). | Participants identify the target group(s) of the public meeting. | | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key result. 2. Facilitator and participants agrees on next coaching session for AD and BoG. | | | |

Session 2: Preparation for Public Meeting

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| Objectives | By the end of this session, participants will be able to: <ul style="list-style-type: none"> Identify agenda, relevant documents, methodologies and materials for public meeting Identify participants and responsible person for public meeting | | | |
| Participants | Board of governors and administration director. | | | |
| Duration | 2h | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes and presents the objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 15mn | <p><u>Review of the First Session</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> What do you remember from the first session? Facilitator summarizes the key contents of the first session. | Participants share their memory from the first session. | | |
| 30mn | <p><u>Activities to be done before the Public Meeting</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> What do you need to do in order to prepare the public meeting? Facilitator lists down the answers Facilitator asks participants to go through the list and discuss each issue one by one. | Participants have a list of the issues to be discussed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> Prepare agenda and select methodologies for each agenda items (see the agenda preparation) Prepare budget Prepare council decision Identify speakers Identify facilitator Find an attractive title Identify time and venue Prepare relevant documents (see the document preparation below step) | |

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| | | | <ul style="list-style-type: none"> ▪ Prepare announcement/ dissemination ▪ Prepare materials, equipment (see the materials preparation) ▪ Venue organization (to discuss during the conducting session) ▪ Identify minutes takers <p>Facilitator should remind the participant to choose the time, duration (around 2hrs) and place to conduct the public meeting which are appropriate for target group.</p> | |
| 20mn | <p><u>Agenda Preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks one question after another: <ul style="list-style-type: none"> ▪ What are the agenda items for public meeting? ▪ What methodologies will you use for each agenda item? ▪ Who will be responsible for each agenda item? 2. Facilitator lists down all the answers on flip charts. | Participants identify agenda, methodology and responsible person. | <p>Possible Answers: Q1</p> <ul style="list-style-type: none"> ▪ Welcome and introduction ▪ Present objectives and program of public meeting ▪ Presentation on root causes and impact of an issue ▪ Presentation on council's draft concept on intervention to the issue ▪ Questions and answers period ▪ Discussion about concept of the council (including recommendations from participants) ▪ Agreement on further cooperation between citizens and council ▪ Conclusion and closing | |
| 10mn | <p><u>Relevant Documents Preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on your agenda, which | Participants know which documents are needed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Announcement ▪ Welcome speech ▪ Objectives and program of public meeting (It should be | |

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| | <p>documents do you need to prepare?</p> <p>2. Facilitator lists down all the answers on flip charts.</p> | | <p>flexible to the selected methodologies)</p> <ul style="list-style-type: none"> ▪ Public meeting agenda ▪ Causes and impact of issue ▪ Invitation letters (for external speaker) ▪ Attendance list ▪ Closing speech ▪ Etc. | |
| 5mn | <p><u>Material Preparation</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ What materials will you need to use for public meeting? <p>2. Facilitator lists down all the answers on flip charts.</p> | Participants know which material is needed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Loud speaker ▪ Suggestion boxes ▪ Camera ▪ Tables and chairs ▪ Tent ▪ Documents ▪ Announcement ▪ Board ▪ Etc. <p>Facilitator should remind council that the meeting should be in an informal way and they should not spend too much money and time in organizing</p> | |
| 10mn | <p><u>Discussion on the Proposal for Council Decision</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ Which items from the above discussion should be included in the proposal? ▪ When do you submit the proposal to the council meeting? <p>2. Facilitator lists down all the answers on flip charts.</p> | Participants know the key contents for the proposal. | | |

| 20mn | <p><u>Preparation of the Draft Action Plan</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks participants to prepare an action plan in the table below:</p> | Participants know the upcoming tasks. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---------------------------------------|--------------------|--------|------------|--|------------|--------------------|--------|---|----------------|--|--|--|---|-------------------------|--|--|--|---|----------------------------|--|--|--|---|---|--|--|--|---|---------------------|--|--|--|---|--------------------------------|--|--|--|---|--|--|--|--|
| <p>Sample of Action plan</p> <table border="1" data-bbox="618 464 1812 850"> <thead> <tr> <th colspan="2">Activities</th> <th>Time Frame</th> <th>Responsible Person</th> <th>Others</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Prepare budget</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Identify time and venue</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Prepare relevant documents</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Prepare equipment and sitting arrangement</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>Identify note taker</td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>Prepare draft council decision</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | | | | Activities | | Time Frame | Responsible Person | Others | 1 | Prepare budget | | | | 2 | Identify time and venue | | | | 3 | Prepare relevant documents | | | | 4 | Prepare equipment and sitting arrangement | | | | 5 | Identify note taker | | | | 6 | Prepare draft council decision | | | | 7 | | | | |
| Activities | | Time Frame | Responsible Person | Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Prepare budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Identify time and venue | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Prepare relevant documents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Prepare equipment and sitting arrangement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Identify note taker | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Prepare draft council decision | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5mn | <p><u>Wrap up and next step</u></p> <p>1. Facilitator summarizes key results to be done before the public meeting.</p> <p>2. Facilitator reminds participants to update the action plan after the council meeting if needed.</p> <p>3. Facilitator should provide further support if needed.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Session 3: Conducting Public Meeting

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| Objectives | By the end of this session, participants will be able to: <ul style="list-style-type: none"> Organize and facilitate public meetings with active participation Identify key contents for note taking Identify different ways to cooperate with citizens to deal with specific issues | | | |
| Participants | Chairperson, AD, councillors who are joining the public meeting, assigned note taker and facilitator | | | |
| Duration | 1h 55mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes and presents the objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 20mn | <p><u>Review on the last session</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> Based on the action plan developed in previous session, facilitator asks: <ul style="list-style-type: none"> How far have you done? In case not all the things are prepared, facilitator asks: <ul style="list-style-type: none"> When can you finalize the remaining tasks? Do you need any support? | Participants know their completed and remaining tasks. | | |
| 10mn | <p><u>Venue Organization</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> Which sitting arrangement encourages the interaction between participants and facilitators? Facilitator lists down all answers on flip chart. | Participants agree on the sitting arrangement. | <p>Possible Answers:</p> <ul style="list-style-type: none"> U shape Round Round table (if there are many people) | |

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| 45mn | <p><u>Role of Facilitator</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What will you do to motivate citizens to involve in discussion? ▪ How will you deal with different questions from citizens? 2. Facilitator summarizes and clarifies all answers on the flip charts. | Participants know how to facilitate the meeting. | <p>Possible Answers: Q1</p> <ul style="list-style-type: none"> ▪ Re-confirm citizens the objectives of and the ground rules for public meeting ▪ Inform citizens that there is no judgment ▪ Allocate time for Q&A ▪ Make sure that citizens have microphones when they want to speak ▪ Encourage women to speak ▪ Thank for raising the questions ▪ Try to stop dominator politely that ‘you already speak a lot so please let the other to speak ▪ Invite silent persons to share ideas ▪ Mainly listen and do not interrupt ▪ Give appreciation by reconfirming the participants’ idea. <p>Possible Answer: Q2</p> <ul style="list-style-type: none"> ▪ Council should respond to questions which they can answer. If they cannot, the questions should be delegated to line offices, board of governor, etc. ▪ If it is impossible to respond during the meeting, citizens must be informed and council will bring them the answers at any specific time. | |
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| | | | If facilitator of the meeting is not member of the council, s/he forwards all questions to chairperson/ members of the council or BoG. | |
| 20mn | <p><u>Agreement on further cooperation between citizens and council to deal with the issue</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How can you further cooperate with the target groups? 2. Facilitator lists down all answers on flip chart. 3. Facilitator suggests participants that before introducing their own idea, they should ask citizens this question “How can we further cooperate?” | Participants are prepared further cooperation. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Inform regularly of the progress of the implementation ▪ Organize further meetings to evaluate the situation. <p>Facilitator suggests that the council should come to an agreement with citizen on further cooperation.</p> <p>This step is only applicable if the objective of the public meeting is to solve an issue.</p> | |
| 10mn | <p><u>Note Taking</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Which information should you take note? 2. Facilitator lists down all answers on flip chart. | Participants know what to take note. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Questions raised by participants ▪ Responses from councillors/other relevant stakeholders ▪ Number of citizens who speak (# of male and female) ▪ Recommendations from participants, council members and other relevant stakeholders ▪ Ways of cooperation between participants and council ▪ Agreements between citizens and council members ▪ Etc... | |

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| 5mn | <u>Wrap up and next step</u> 1. Facilitator summarizes key outputs to be done for conducting public meeting. 2. Facilitator and participants agree to conduct a session on task to be done after the public meeting if needed. (see session on Task to be done after civic engagement activities on page 93). | | | |
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3. Consultation with Experts

Session 1: Preparation for Consultation with Experts

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| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ know the purpose and benefit of the consultation with expert ▪ Identify method, participants, venue and date for consultation with expert ▪ Identify ways how to announce consultation with expert | | | |
| Participants | All councillors, BoG, AD, | | | |
| Duration | 2h40mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <ol style="list-style-type: none"> 1. Facilitator welcomes the participants and presents objectives of the session 2. Facilitator reminds participants that they already identified an issue on which they want to consult with experts. | Participants know the content and the process of the session. | | |
| 10mn | <p><u>Overview of Consultation with Expert</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Do you remember the characteristics and purpose of the consultation with experts? 2. Facilitator lists down the answers. 3. Facilitator presents purpose of the tool of Consultation with experts (see TD on page 51). | Participants understand the purpose and characteristics of consultation with experts. | | |
| 30mn | <p><u>Objectives of Consultation with Expert</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do you expect from the consultation with experts on xxx (topic)? 2. Facilitator lists down all answers. | Participants know their expectations. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ To get more background information on the issue they selected. ▪ To get ideas on how to solve a problem or to improve the situation. | |

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| 20mn | <p><u>Identify Experts</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Who can provide the information you need? 2. Facilitator lists the names of the experts or institutions. 3. Participants agree on the experts they want to invite. | Participants identified the experts they want to invite. | Facilitator should remind the participants that not only officials of governmental bodies but also CSOs who can contribute to an issue, especially social issues. | |
| 15mn | <p><u>Decision on how the consultation with experts takes place</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator presents options on how to conduct the consultation with experts (see TD on CE). 2. Facilitator asks participants to decide which option they prefer. | Participants decide on an appropriate way to conduct the consultation with experts. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ To invite expert an ordinary or extraordinary council meeting. ▪ To conduct public expert hearing (public expert hearing takes place outside the council meeting) | |
| 30mn | <p><u>Identify activities to be done before consultation with expert</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are the activities that you need to do before conducting consultation with expert? 2. Facilitator lists down and clarifies all the answers of the participants. 3. Facilitator presents the below table and asks a volunteer to write the activities in the table. 4. Facilitator asks who will be responsible for the different activities 5. Facilitator asks participants to set a deadline for each activity. | Participants have a work plan for conducting consultation with expert. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Get in contact with the experts and explain the expectation of the council ▪ Develop draft agenda ▪ Identify date and venue ▪ Prepare list of invitees, invitation letter, relevant documents (if any) ▪ Identify materials/ equipment to be used ▪ Assign note taker ▪ Identify the facilitator ▪ Announce the consultation with experts to the public | |

Action Plan

| Key activities | Responsible person | Timeframe | Others |
|---------------------------------------|--------------------|-----------|--------|
| Identify time and venue/location | | | |
| Prepare questionnaires | | | |
| Prepare agenda | | | |
| Prepare materials (relevant document) | | | |
| Prepare invitation letters | | | |
| Identify note taker | | | |
| Identify facilitator | | | |
| Prepare budget | | | |

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| 15mn | <p><u>Prepare Agenda</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ What are the agenda items? ▪ Who will be responsible for the above activities? <p>2. Facilitator lists the answers</p> | Participants have a well-prepared agenda for the Consultation with experts. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Welcome ▪ Present the topic and objectives of the discussion ▪ Experts provide input ▪ Questions and discussion on the topic ▪ Wrap up, next step and closing by chairperson <p>If the council has documents related to the topic, those documents should be shared to all councillors and experts before the consultation with experts.</p> | |
| 10mn | <u>Announcement</u> | Participants decide | | |

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| | <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How do you inform citizen about consultation with experts? Who is responsible for this task? 2. Facilitator lists down all the answers. | how to inform citizens about the consultation with experts. | | |
| 20mn | <p><u>During the Consultation with Expert</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are you going to do during consultation with experts? | Participants know the process of conducting. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Welcome ▪ Present the topic and objective of the discussion ▪ Invite experts to provide inputs ▪ Questions and discussion on the topic ▪ Administration take notes all the comments ▪ Wrap up, next step and closing by chairperson <p>Facilitator does not need to ask question during the consultation with expert but inform participants to follow the above agenda identified.</p> | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes the key activities that need to be done by the participants. 2. Facilitator reminds participants that the consultation with experts must be approved in the council meeting. | | Facilitator encourages participants to conduct dry run before the consultation with experts. | |

4. Focus Group Discussion

Session 1: Preparation for Focus Group Discussion

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| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ Know purpose and benefit of focus group discussion ▪ Identified participants, agenda, material, questions and responsible person(s) for focus group discussion ▪ Have an action plan for the preparation of the focus group discussion | | | |
| Participants | All councillors, BoG and Administration Director (AD) | | | |
| Duration | 2h50mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of coaching session. | Participants know the content and the process of the session. | Facilitator should remind the participants that they already selected the issue. | |
| 15mn | <u>Overview on Focus Group Discussion</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What is your understanding about focus group discussion? 2. Facilitator summarizes the answers, clarifies open questions and continues to ask: <ul style="list-style-type: none"> ▪ Why should a council conduct a focus group discussion? 3. Facilitator summarizes the answers from participants 4. Facilitator presents the characteristics and purpose of FGD (see TD on page 55). | Participants understand the purpose of the FGD. | | |
| 20mn | <u>Steps of Focus Group Discussion</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Have you ever conducted or joined a focus | Participants reflect about their experiences and know the success factors for conducting FGD. | Possible Answers Q4: <ul style="list-style-type: none"> ▪ Experienced facilitator should not be bias (encourage discussion by | |

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| | <p>group discussion?</p> <p>If yes,</p> <ul style="list-style-type: none"> ▪ How did you do it? Or what did you observe? <ol style="list-style-type: none"> 2. Facilitator lists all the answers from the participants on flipchart and summarizes key points. 3. Facilitator introduces the three steps of: <ol style="list-style-type: none"> a) Before focus group discussion b) During the focus group discussion c) After focus group discussion 4. Facilitator continues to ask: <ul style="list-style-type: none"> ▪ What is necessary to conduct a lively group discussion? 5. Facilitator notes down the answers and add more ideas. | | <p>asking questions)</p> <ul style="list-style-type: none"> ▪ Circle sitting ▪ Not to formal introduction ▪ No pressure (facilitators & participants) ▪ Note taker who does not interrupt the discussion ▪ Accessible place for participants ▪ Appropriate time for the participants | |
| 20mn | <p><u>Objective of Focus Group Discussion</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Regarding to the issue what are the objectives of focus group discussion? 2. Facilitator asks: <ul style="list-style-type: none"> ▪ What information related to ... (topic to be discussed) do you want to gather? | <p>Participants know the objectives of the FGD and the information they want to gather.</p> | <p>Possible Answers Q1:</p> <ul style="list-style-type: none"> ▪ To collect additional information on the selected issue. ▪ To get recommendations from citizens on how to improve the situation. <p>Possible Answers Q2:</p> <ul style="list-style-type: none"> ▪ Where ▪ Who is affected ▪ What is the impact ▪ Interventions (previous and future) | |

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| 10mn | <p><u>Identify target group</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Which group of citizens should be invited to provide the information that the council needs? 2. Facilitator lists all the answers from the participants on flipchart. 3. Facilitator asks participants to decide on the group to be invited | Participants know the target group to be invited. | <p>Facilitator should remind the participants to invite both female and male.</p> <p>Facilitator should remind the participants not to invite more than 12 citizens. To ensure that the number of citizens is higher than the number of the councillors, the council should identify 2-3 members of the council to take part.</p> | |
| 40mn | <p><u>Identify activities to be done before Focus Group Discussion</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are the activities that you need to do before conducting focus group discussion? 2. Facilitator lists down and clarifies all the answers of the participants. 3. Facilitator presents the below table and asks a volunteer to write the activities in the table. 4. Facilitator asks: <ul style="list-style-type: none"> ▪ Who will be responsible for the different activities? 5. Facilitator asks participants to set a deadline for each activity. | Participants have a work plan for conducting FGD. | | |

Action Plan

| Key activities | Responsible person | Timeframe | Others |
|---------------------------------------|--------------------|-----------|--------|
| Identify time and venue/location | | | |
| Prepare questionnaires | | | |
| Prepare agenda | | | |
| Prepare materials (relevant document) | | | |
| Prepare invitation letters | | | |
| Identify note taker | | | |
| Identify facilitator | | | |
| Prepare budget | | | |

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| 15mn | <p><u>Agenda Preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are the items to be included in the agenda? 2. Facilitator lists down all the participants' answers. 3. Facilitator asks: <ul style="list-style-type: none"> ▪ Who will be responsible for each of the agenda items? ▪ How long does each agenda item take? 4. Facilitator lists down all the answers. | <p>Participants have a well prepared agenda.</p> | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Welcome and introduction of the participants ▪ Presentation of the objectives of the FGD ▪ Short introduction to the topic ▪ Exchange of information and discussion on the topic... ▪ Other concerns ▪ Next step if any ▪ Conclusion and closing |
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| 15mn | <p><u>Preparation of Material for the FGD</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on the agenda, what materials do you need? 2. Facilitator lists down answers on flipchart. | Participants identify material to be prepared for FGD. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Objective and programme ▪ Relevant documents (if any) ▪ Questions | |
| 20mn | <p><u>Question Preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on the information you need what questions do you want to ask? 2. Facilitator lists down answers on flipchart. | Participants have a list of questions for the FGD. | Facilitator should remind participants not to forget to ask citizens for recommendations/requests/ideas on the issue discussed. | |
| 10mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key activities to be done during the preparation for focus group discussion. 2. Before conducting the session 2, the facilitator shall follow up that all activities are completed. 3. Facilitator and participants agree on the date for coaching session 2. | | Facilitator should remind administration to prepare the budget and other relevant documents to discuss in the next council meeting. | |

Session 2: Conducting Focus Group Discussion

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| Objectives | At the end of this session, participants will be able to <ul style="list-style-type: none"> ▪ Organize and lead the focus group discussion with active participation ▪ Know the role of facilitator and note taker ▪ Identify key contents for note taking | | | |
| Participants | Chairperson, Responsible persons decided by council (facilitator, note taker...), BoG and Administration Director (AD) | | | |
| Duration | 1h 25mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 10mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of the session. | Participants know the content and the process of the session. | | |
| 30mn | <u>Roles of Facilitator and Note Taker</u> Plenary Discussion 1. Facilitator asks participants to discuss among themselves the following questions: <ul style="list-style-type: none"> ▪ What is the role of facilitator? ▪ What is the role of note taker? 2. Facilitator summarizes and provides additional points if necessary. | Participants understand the role of the different key actors. | In case the number of participants is big, facilitator should divide participants into two groups. Facilitator asks each group to answer one question. | |

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| 20mn | <p><u>Encourage Active Participation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What will you do to motivate citizens/participants to involve in discussion and sharing ideas on ...? 2. Facilitator lists all the answers from the participants on flipchart and summarizes key points. | Participants know how to encourage citizens to get actively involved in the discussion. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Explain why the council needs information from citizens (in order to make the right decision). ▪ All recommendations, questions, concerns, opinions, critics are welcomed. ▪ Allocate enough time for Q&A but take care that nobody is dominating the others. ▪ Chose a nice sitting arrangement, e.g. circle ▪ Avoid long speeches in the beginning of the discussion. ▪ Thank the citizens for raising/comments and questions ▪ Encourage silent persons to share idea ▪ Facilitator mainly asks questions, listens and does not interrupt | |
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| 20mn | <p><u>Keys Element for Note Taking</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are you going to note during focus group discussion? How? 2. Facilitator lists all the answers from the participants on flipchart and summarizes key points. | Participants know what and how to take note. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Number of participants (Who are they, where they are from, # of female, male participants) ▪ Note strong and weak points (level of participation, atmosphere) ▪ Questions and answers of participants ▪ Opinion and recommendation of participants ▪ Other concerns | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key outputs 2. Facilitator asks participants if they need further support before conducting focus group discussion. If yes, facilitator and participants agree for the next preparation session. If not, facilitator and participants agree on the date for a coaching session after the focus group discussion (See session on task to be done after civic engagement page 93). | | <p>Facilitator should encourage participants to conduct dry-run before conducting FGD.</p> <p>Facilitator should propose that session on task to be done after civic engagement, takes part shortly after FGD.</p> | |

5. Round Table Discussion

Session 1: Overview on Round Table Discussion

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| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ Understand characteristics and purpose of round table discussion ▪ Identify the objectives of round table discussion ▪ Identify stakeholders to be invited ▪ Prepare questions for the discussion | | | |
| Participants | All councillors, BoG and AD | | | |
| Duration | 1h. 30mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes participants and presents the objectives of coaching session.</p> | Participants know the content and the process of the session. | | |
| 20mn | <p><u>Sharing Experiences</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ Have you ever had experiences on round table discussion? ▪ Can you share your experiences? | Participants share their experiences. | | |

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| 15mn | <p><u>Presentation on Characteristic and Purpose</u></p> <ol style="list-style-type: none"> 1. Facilitator presents the characteristic and purpose of round table discussion. 2. Questions and answers | Participants understand characteristics and purpose of round table discussion. | <p>Possible Answers:</p> <p><u>Characteristic</u></p> <ul style="list-style-type: none"> ▪ A round table deals with one specific controversial issue ▪ The participants (between 6 and 12) are selected by the council and invited individually ▪ Participants are sitting at a round table or in a circle; this seating arrangement symbolizes that all participants are equally important ▪ All participants take part in the discussion and share their point of views ▪ The round table is open for the public <p><u>Purpose:</u> (see TD on page. 58)</p> | |
| 20mn | <p><u>Objectives of the Round Table Discussion</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are your objectives regarding the round table discussion on the issue of.....? 2. Facilitator lists down all the answers 3. Facilitator and participants agree on the objectives of the round table discussion. | Participants identify the objectives of the round table discussion. | | |
| 20mn | <p><u>Identify Stakeholders</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Who are the stakeholders you want to invite to the round table discussion? 2. Facilitator lists down all the answers | Participants identify stakeholders to be invited for the round table discussion. | <p>Stakeholders includes citizens</p> <p>In case of a controversial issue, stakeholders with different opinion should be invited.</p> | |

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| 10mn | <u>Wrap up and next step</u> 1. Facilitator summarizes the key result of the session. 2. Facilitator and participants agree on the next session with Chairperson, BoG and AD. | | | |
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Session 2: Preparation of the Round Table Discussion

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|---------------------|--|---|--|------------------------------|
| Objectives | By the end of this session, participants will be able to prepare a round table discussion | | | |
| Participants | Chairperson, Board of governors and administration director. | | | |
| Duration | 1h.50mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes and presents the objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 15mn | <p><u>Review of the First Session</u></p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ What do you remember from the first session? <p>2. Facilitator summarizes the key contents of the first session.</p> | Participants share their memory from the first session. | | |
| 30mn | <p><u>Activities to be prepared for the Round Table Discussion</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ What do we need to prepare for round table discussion? <p>2. Facilitator lists down the answers</p> <p>3. Facilitator asks participant to go through the list and discuss each issues one by one.</p> | Participants have a list of task to be done. | <p>Possible Answer:</p> <ul style="list-style-type: none"> ▪ Prepare agenda ▪ Prepare budget ▪ Prepare council decision ▪ Identify facilitator ▪ Identify councillors ▪ Identify time and venue ▪ Prepare announcement/ dissemination ▪ Prepare materials, equipment (see the materials preparation) ▪ Venue organization (to discuss during the conducting session) ▪ Identify minutes taker | |

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| 20mn | <p><u>Agenda Preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> What are the agenda items for the round table discussion? Facilitator lists down all the answers on flip charts. | Participants know the process of the discussion. | <p>Possible Answers:</p> <ul style="list-style-type: none"> Welcome and introduction Statement of different stakeholders Discussion Conclusion and closing | |
| 5mn | <p><u>Materials and Equipment Preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> What materials and equipment do you need for the round table discussion? Facilitator lists down all the answers on flipcharts. | Participants have a list of materials and equipment needed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> Microphone Camera Tables and chairs Etc. | |
| 10mn | <p><u>Discussion on the Proposal for Council Decision</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> Which tasks from the list of activities to be prepared for the round table discussion should be included in the proposal? When do you submit the proposal to the council meeting? | Participants know the key contents for the proposal. | | |
| 20mn | <p><u>Preparation of the Draft action Plan</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks participants to prepare an action plan on the table below: | Participants know the upcoming tasks. | | |
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Sample of Action plan

| | Description | Time Frame | Responsible Person | other |
|---|---------------------------------|------------|--------------------|-------|
| 1 | Prepare budget | | | |
| 2 | Prepare draft council decision | | | |
| 3 | Identify time and venue | | | |
| 4 | Prepare materials and equipment | | | |
| 5 | Arrange venue | | | |
| 6 | Identify facilitator | | | |
| 7 | Identify minute taker | | | |

5mn

Wrap up and next step

1. Facilitator summarizes key results to be done before the round table discussion.
2. Facilitator reminds participants to update the action plan after the council meeting.
3. Facilitator should provide further support if needed.

Session 3: Conducting Round Table Discussion

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|---------------------|--|---|--|------------------------------|
| Objectives | By the end of this session, participants will be able to: <ul style="list-style-type: none"> Facilitate the process of the round table discussion successfully Take notes of important information without interrupting the discussion process | | | |
| Participants | Chairperson, BoG, assigned councillors and note taker, Administration director. | | | |
| Duration | 50mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents the objectives of the session. | Participants know the content and the process of the session. | | |
| 20mn | <u>Review on the Last Session</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> Based on the action plan developed in previous session, how far have you done? 2. In case not all the things are prepared, facilitator asks: <ul style="list-style-type: none"> When can you finalize the remaining tasks? Do you need any support? | Participants know their remaining tasks. | | |
| 20mn | <u>Note Taking</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> Which information should you take notes? 2. Facilitator lists down all answers on flip chart. | Participants know what to take note. | Possible Answers: <ul style="list-style-type: none"> Summarized statements of stakeholders The most controversial points Observation (impression) Name of invited stakeholders and their organizations Agreement on controversial issues if any) Etc... | |
| 5mn | <u>Wrap up and next step</u> | | | |

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| | <ol style="list-style-type: none">1. Facilitator summarizes key outputs.2. Facilitator and participants agree to conduct a session on task to be done after the round table discussion if needed. (See session on Task to be done after civic engagement activities on page 93). | | | |
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6. Workshop

- These workshops can be used for finding solutions or for planning activities. These workshops do not replace the workshops in the planning guidelines

Session 1: Preparation for Workshop

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| Objectives | At the end of this session, participants will be able to: <ul style="list-style-type: none"> Identify the objectives of the workshop Identify participants of the workshop | | | |
| Participants | All councillors, BoG and Administration Director (AD) | | | |
| Duration | 1h45mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of coaching session. | Participants know the content and the process of the session. | | |
| 15mn | <u>Identify Objectives of the Workshop</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> What are the objectives of the workshop? 2. Facilitator and participants agree on the objectives | Participants know the purpose of the workshop. | Possible Answers: <ul style="list-style-type: none"> To develop solutions for specific issues To have an action plan To have proposal for development plan | |
| 20mn | <u>Identify Participants and People in Charge</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> Who should be invited? Who will be in charge of the workshop? 2. Facilitator lists down all the answers. 3. Facilitator and participants agree on participants who will be invited and responsible persons. | Participants identify people to be invited and responsible persons. | Possible Answers: Q1 <ul style="list-style-type: none"> Internal and external experts Affected citizens Councillors who would like to join Members of committees Commune councillors Maximum of 25 participants | |

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| | | | <p>Possible Answers: Q2</p> <ul style="list-style-type: none"> ▪ Experienced internal and external facilitators ▪ Assigned administration staff | |
| 15mn | <p><u>Activities to be Prepared for the Workshop</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do we need to prepare for the workshop? 2. Facilitator lists down the answers. 3. Facilitator asks participant to go through the list and discuss each activity one by one. | Participants have a list of task to be done. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Prepare agenda ▪ Prepare budget ▪ Prepare council decision ▪ Identify time and venue ▪ Prepare announcement/ dissemination ▪ Prepare materials, equipment (see the materials preparation) ▪ Venue organization (to discuss during the conducting session) ▪ Identify minutes taker | |
| 30mn | <p><u>Prepare Agenda and Methodology</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks questions one by one: <ul style="list-style-type: none"> ▪ What are the items to be included in the agenda of the workshop? ▪ Which methodology do you use for each item? ▪ Who will be responsible for each of the agenda item? ▪ How long does each agenda item take? 2. Facilitator lists down all the answers. | Participants have a well-prepared agenda and methodology and identify responsible persons. | <p>Possible Answers Q1:</p> <ul style="list-style-type: none"> ▪ Welcome and introduction ▪ Presentation of the objectives ▪ Short introduction of the issue ▪ Discussion on the issues ▪ Next step if any ▪ Feedback from participants ▪ Conclusion and closing <p>Possible Answers Q2:</p> <ul style="list-style-type: none"> ▪ Small group ▪ Brainstorming ▪ Presentation ▪ Questions and answers ▪ Plenary discussion ▪ Market place | |

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|------|---|---|---|--|
| 10mn | <p><u>Prepare Material for the Workshop</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on the agenda, what materials do you need? 2. Facilitator lists down answers on flipchart. | Participants identify material to be prepared for workshop. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Objectives and program ▪ Presentation (if any) ▪ Relevant documents (if any) ▪ Markers, flipchart, board | |
| 10mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key activities to be done during the preparation for workshop. 2. Facilitator and participants agree on the next session. | | AD has to bring the draft council decision to the council. | |

Session 2: Conducting Workshop

| | | | | |
|---------------------|--|---|---|------------------------------|
| Objectives | At the end of this session, participants will be able to: <ul style="list-style-type: none"> ▪ Facilitate the workshop with active participation ▪ Know the role of facilitator and note taker ▪ Identify key contents for note taking | | | |
| Participants | Assigned facilitators, note taker and Administration Director (AD) | | | |
| Duration | 40mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 10mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of session. | Participants know the content and the process of the session. | | |
| 25mn | <u>Roles of Facilitator and Note Taker</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What is the role of facilitator? ▪ What should be taken note? 2. Facilitator asks participants to present the result of discussion 3. Facilitator summarizes and provides additional points if necessary. | Participants understand the role of facilitator and what need to take note. | Possible Answers Q1: <ul style="list-style-type: none"> ▪ Introduce the objectives and the ground rules of the workshop ▪ Present agenda of the workshop ▪ Take care of time management ▪ Encourage women and men to speak ▪ Try to stop dominator politely ▪ Explain the tasks precisely ▪ Invite silent persons to share ideas ▪ Do not interrupt Possible Answer: Q2 <ul style="list-style-type: none"> ▪ Number of participants ▪ Results of discussions ▪ Feedback of participants ▪ Agreements if any | |
| 5mn | <u>Wrap up and next step</u> | | Facilitator should encourage | |

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| | <ol style="list-style-type: none">1. Facilitator summarizes key outputs and asks participants if they need further support before conducting workshop.2. Facilitator and participants agree on the next coaching session on “tasks to be done after civic engagement activities”. | | participants to conduct dry-run before conducting workshop. | |
|--|--|--|---|--|

7. Public Disclosure

This session will be provided when deika/important decisions are in preparation.

Public disclosure should be conducted with the following documents:

- By law council has to disclose all draft deika before the final approval in the council
- It is recommended to disclose all relevant draft decisions and documents such as five years development plan, investment program and master plan.

Session 1: Overview of Public Disclosure

| | | | | |
|---------------------|---|---|---|------------------------------|
| Objectives | At the end of this session, participants will be able to: <ul style="list-style-type: none"> ▪ Understand the importance of the public disclosure ▪ Know which document to be disclosed | | | |
| Participants | All councillors, Administrative director and BoG | | | |
| Duration | 1h | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of the session. | Participants know the content and the process of the session. | | |
| 15mn | <u>Importance of Public Disclosure</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> ▪ “Why do we need to have public disclosure?” 2. Facilitator summarizes the answers from participants and adds new points | Participants know the purpose of the public disclosure. | Possible Answers <ul style="list-style-type: none"> ▪ Public disclosure is required by law before the approval of deika ▪ Public disclosure gives the possibility to the citizens and CSOs to read and comment on the programs/deika before the council makes final decisions. | |
| 20mn | <u>Documents to be Disclosed</u> Plenary Discussion | Participants have a list of documents that should be disclosed. | Possible Answers <ul style="list-style-type: none"> ▪ All draft deika ▪ All relevant draft decisions and | |

| | | | | |
|------|--|---|--|--|
| | <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What documents should be disclosed? 2. Facilitator lists the answers 3. Facilitator and participants agree which documents that should be disclosed in the future. | | documents such as five years development plan, investment program and master plan. | |
| 15mn | <p><u>Public Discloser Arrangement Presentation</u></p> <ol style="list-style-type: none"> 1. Facilitator presents the public disclosure arrangement. 2. Questions and answers | Participants know the arrangement of the public disclosure. | <p>See TD on CE step: Before the Public Disclosure</p> <p>The below point should be included in the presentation</p> <ul style="list-style-type: none"> ▪ Assign one person to be available for citizen's questions | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. The facilitator summarizes key results. 2. Facilitator and participants agree on the next session. | | Participants for the next coaching session are only AD and BoG. | |

Session 2: Preparation of Public Disclosure

| | | | | |
|---------------------|--|---|---|------------------------------------|
| Objectives | At the end of this session, participants will be able to identify : <ul style="list-style-type: none"> ▪ Date and place for public disclosure. ▪ Key tasks and responsible persons ▪ Ways of informing citizens and collecting comments | | | |
| Participants | Administrative director and BoG | | | |
| Duration | 1h 50mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of the session. | Participants know the content and the process of the session. | | |
| 10mn | <u>Review of the First Session</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do you remember from the first session? 2. Facilitator summarizes the key contents of the first session. | Participants describe what they remembered. | | |
| 30mn | <u>Activities to be prepared for the Public Disclosure</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do we need to discuss in order to prepare the public disclosure? 2. Facilitator lists down the answers 3. Facilitator asks participant to go through the list and discuss each issues one by one. | Participants have a list of the issues to be discussed. | Possible Answers: <ul style="list-style-type: none"> ▪ Identify responsible person for citizen's questions ▪ Identify venue ▪ Identify materials ▪ Set duration and date ▪ Prepare the budget ▪ Arrange place for public disclosure ▪ Prepare council decision ▪ Disseminate information ▪ Develop comment form | See comment form on the below page |

| 40mn | <p><u>Discussion on the Proposal for Council Decision</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ Which issues from the list above should be included in the proposal? ▪ When do you submit the proposal to the council meeting? <p>2. Facilitator lists down all the answer on flipchart.</p> | Participants know the key contents for the proposal. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------|---|--|------------|--------------------------|-----------|--------------------------|---|-------------------|---------|-----|--|---|--------------------|--|--|--|---|--|--|--|--|---|----------------------------|--|--|--|--|--|--|
| 20mn | <p><u>Preparation of the Draft Action Plan</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks participants to prepare an action plan on the table below:</p> | Participants know the upcoming tasks. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">No</th> <th style="width: 30%;">Activities</th> <th style="width: 20%;">Responsible persons</th> <th style="width: 15%;">Timeframe</th> <th style="width: 25%;">Remarks (How/What/Where)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Arrange the venue</td> <td>e.g. AD</td> <td>xxx</td> <td></td> </tr> <tr> <td>2</td> <td>Write announcement</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Post announcement on the information board</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Send announcement to media</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | No | Activities | Responsible persons | Timeframe | Remarks (How/What/Where) | 1 | Arrange the venue | e.g. AD | xxx | | 2 | Write announcement | | | | 3 | Post announcement on the information board | | | | 4 | Send announcement to media | | | | | | |
| No | Activities | Responsible persons | Timeframe | Remarks (How/What/Where) | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Arrange the venue | e.g. AD | xxx | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Write announcement | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Post announcement on the information board | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Send announcement to media | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5mn | <p><u>Wrap up and next step</u></p> <p>1. Facilitator summarizes key results of the session.</p> <p>2. Facilitator agrees with participants on the next coaching session on how to summarize comments for the council if needed (See session on Task to be done after civic engagement activities on page 93).</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Comment Form

Document Name.....

| Page No./ Article No. | Comments |
|--------------------------|----------|
| | |

8. Citizen's Consultation Hour

Session 1: Overview of Citizen's Consultation Hour

| | | | | |
|---------------------|--|---|--|------------------------------|
| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ Understand the characteristic of citizen's consultation hour ▪ Know the role of the person who is conducting the citizen's consultation hour | | | |
| Participants | All councillors, Administration Director, BoG | | | |
| Duration | 1h 40mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of the session. | Participants know the content and the process of the session. | | |
| 10mn | <u>Sharing Experiences</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Have you ever heard about citizen's consultation hour? ▪ What is your understanding? 2. Facilitator lists down all the answers. | Participants share their understanding of the citizen's consultation hour. | | |
| 30mn | <u>Purpose and characteristic</u> Presentation 1. Facilitator presents the purpose and the characteristics of citizen's consultation hour 2. Questions, answers and discussion | Participants understand the purpose and characteristics of the citizen's consultation hour. | Characteristics of the citizen's consultation hour: <ul style="list-style-type: none"> ▪ Citizens can come as group/individual ▪ Confidential meeting between chairperson and citizens ▪ Citizens do not need any appointment ▪ Everybody can come ▪ Citizens can discuss private/group issues ▪ Chairperson mainly listens to citizens | |

| | | | | |
|----------|--|---|---|--|
| | | | <ul style="list-style-type: none"> ▪ Must be conducted regularly | |
| 30mn | <p><u>Possible challenges</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What can be the challenges? ▪ How do you deal with the challenges? 2. Facilitator lists down all the answer | Participants are aware of challenges and develop first idea to overcome challenges. | <p>Possible Answers: Q1:</p> <ul style="list-style-type: none"> ▪ Citizen lack of trust in the administration ▪ Citizen lack of information ▪ Chair person might not be able to provide the service regularly ▪ No citizen to come ▪ Citizens criticize council ▪ Citizens bring hot issues | |
| 20m m | <p><u>Role of the Chairperson</u></p> <p>Brainstorming</p> <p>Facilitator asks:</p> <ul style="list-style-type: none"> ▪ How should the chairperson act during citizen's consultation hour? | Participants know what the chairperson is expected to do. | <p>Possible Answers</p> <ul style="list-style-type: none"> ▪ Welcome citizen ▪ Explain that the talk is confidential except the citizens agree that information is used by the council/administration. ▪ Motivate citizens to come up with their issues ▪ Listen carefully, do not interrupt ▪ Be polite to citizens ▪ Do not promise things that you cannot provide ▪ If you cannot answer a question, ask the administration or promise to provide it after the consultation hour as soon as possible (by phone) ▪ If necessary inform/agree with the citizen on the next step | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summaries the key lessons. 2. Facilitator and participants agrees with the participants on the next session for preparing for the citizen's consultation hour. | | | |

Session 2: Preparation of the Citizen’s Consultation Hour

| | | | | |
|---------------------|---|---|--|------------------------------|
| Objectives | At the end of this session, participants will <ul style="list-style-type: none"> ▪ Be able to prepare draft council decision ▪ Have a draft action plan | | | |
| Participants | Administration Director, and BoG | | | |
| Duration | 1h 45mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes and presents the objectives of the session.</p> | Participants know the process and content of the session. | | |
| 10mn | <p><u>Review of the first session</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do you remember from the first session? 2. Facilitator summarizes the key contents of the first session. | Participants describe what they remembered. | | |
| 60mn | <p><u>Activities to be prepared for the citizen’s consultation hour</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do we need to discuss in order to prepare the citizen’s consultation hour? 2. Facilitator lists down the answers. 3. Facilitator asks participants to go through the list and discuss each issue one by one. | Participants have a list of the issues to be discussed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Identify venue ▪ Discuss on the frequency of the consultation hour ▪ Identify responsible persons ▪ Prepare the budget ▪ Arrange place for consultation with citizen ▪ Prepare council decision ▪ Prepare participant’s record form ▪ Disseminate information | |

| 10mn | <p><u>Discussion on the Concept for Council Decision</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks:</p> <ul style="list-style-type: none"> ▪ Which issues should be included in the draft council decision? ▪ When do you submit the draft council decision to the council meeting? | Participants know the key contents for the draft council decision. | Facilitator proposes AD/BoG to bring the draft council decision to chairperson before submitting to the council meeting. | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|--|--------------------------|----|------------|---------------------|-----------|--------------------------|---|-------------------|---------|-----|--|---|--------------------|--|--|--|---|--|--|--|--|---|----------------------------|--|--|--|
| 15mn | <p><u>Preparation of the Draft Action Plan</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks participants to prepare an action plan on the table below:</p> | Participants know the upcoming tasks. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">No</th> <th style="width: 30%;">Activities</th> <th style="width: 20%;">Responsible persons</th> <th style="width: 15%;">Timeframe</th> <th style="width: 25%;">Remarks (How/What/Where)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Arrange the venue</td> <td>e.g. AD</td> <td>xxx</td> <td></td> </tr> <tr> <td>2</td> <td>Write announcement</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Post announcement on the information board</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Send announcement to media</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | | | | No | Activities | Responsible persons | Timeframe | Remarks (How/What/Where) | 1 | Arrange the venue | e.g. AD | xxx | | 2 | Write announcement | | | | 3 | Post announcement on the information board | | | | 4 | Send announcement to media | | | |
| No | Activities | Responsible persons | Timeframe | Remarks (How/What/Where) | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Arrange the venue | e.g. AD | xxx | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Write announcement | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Post announcement on the information board | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Send announcement to media | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5mn | <p><u>Wrap up and next step</u></p> <p>1. Facilitator summarizes key results of the session.</p> <p>2. Facilitator and participants agrees with the participants on the next session.</p> | | Facilitator proposes that participants should review the work plan after the council decision. | | | | | | | | | | | | | | | | | | | | | | | | | | |

Record Form

This form should be distributed to Chairperson for taking note during the consultation but not for registering citizens. Chairperson should fill it in after the talk with each participant.

| No. | Gender | Age | Issue | Place |
|-----|--------|-----|-------|-------|
| 1. | | | | |
| 2. | | | | |
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| 12. | | | | |
| 13. | | | | |
| 14. | | | | |
| 15. | | | | |

Session 3: Follow up the Process of Citizen’s Consultation Hour

- This session should be done after the first round of citizen’s consultation hour.

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|---------------------|---|---|------------------------------|------------------------------|
| Objectives | At the end of this session, participants will be able to: <ul style="list-style-type: none"> ▪ Identify strength and weakness of the citizen’s consultation hour ▪ Identify ways to improve citizen’s consultation hour | | | |
| Participants | Chairperson, assigned representatives, Administration Director, and BoG | | | |
| Duration | 1h | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of the session. | Participants know the content and the process of the session. | | |
| 45mn | <u>Reflection on experiences</u> Group Discussion 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are your first experiences with citizen's consultation hour? ▪ What needs to be improved? How will you improve it? 2. Facilitator asks participant to list down all the answers and presents their result. 3. Facilitator and participants agree on measures to improve next consultation hour. | Participants agree on how to improve the citizen’s consultation hour. | | |
| 10mn | <u>Wrap up and next step</u> Facilitator summarizes the key results. | | | |

9. Joint Tour through a Residential Area

Session 1: Overview on Joint Tour through a Residential Area

| | | | | |
|---------------------|---|---|---|------------------------------|
| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ Understand characteristics and purpose of joint tour through a residential area ▪ Be able to identify the objectives of joint tour through a residential area | | | |
| Participants | All councillors, BoG and AD | | | |
| Duration | 1h30mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes participants and presents the objectives of coaching session. | Participants know the content and the process of the session. | | |
| 20mn | <u>Sharing Experiences</u> Plenary Discussion 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What is your understanding on joint tour through a residential area? 2. Facilitator lists down all the answers | Participants share their ideas. | | |
| 15mn | <u>Characteristic and Purpose</u> Presentation 1. Facilitator presents the characteristic and purpose of joint tour through a residential area. 2. Questions and answers. | Participants understand characteristics and purpose of joint tour through a residential area. | Possible Answers: <u>Characteristic:</u> <ul style="list-style-type: none"> ▪ Representatives of the council meet citizens at an announced meeting point ▪ They walk together through the residential area ▪ The citizens show and tell the councils what they like and what they dislike ▪ Anyone can join <u>Purpose:</u> | |

| | | | | |
|------|--|--|---|--|
| | | | <ul style="list-style-type: none"> ▪ Learn what citizens like or dislike in a small area (a village, a street of houses in a commune/sangkat) ▪ Learn about a specific problem in a small area (a village, a street of houses in a commune/sangkat) | |
| 15mn | <p><u>Identify Target Area and Councillors</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Which area do you want to visit? ▪ Who will join the tour? 2. Facilitator lists down all the answers 3. Facilitator and participants agree on the area they want to visit. | Participants identify area to visit and councillors who join the tour. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ The area should be small. ▪ Councillors who are living close to the area should join the tour. | |
| 15mn | <p><u>Identify Date, Time and Meeting Point</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Where do you want to meet, when and what time? 2. Facilitator lists down all the answers. | Participants agree on date, time and meeting point. | | |
| 10mn | <p><u>Announcement of the Tour</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How do you want to announce the joint tour? 2. Facilitators and participants agree on how to inform citizens about the tour. | Participants identify ways to promote the joint tour. | Participants should inform the citizens of the area that the council wants to visit. If council needs budget for promotion, the decision of council is needed. | |
| 10mn | <p><u>Wrap up and next step</u></p> <p>Facilitator summarizes the key result of the session.</p> | | AD has to bring the draft council decision to the council | |

10. Open House Day

Session 1: Overview of the Open House Day

| | | | | |
|--------------------|---|---|--|------------------------------|
| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ Understand purpose and characteristics of an Open House Day ▪ Have a rough concept on the Open House Day ▪ Be able to identify the next steps for preparing the Open House Day | | | |
| Participant | All councillors, BoG, Administration Director (AD) | | | |
| Duration | 2 h15mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes the participants and presents the objectives of the session. | Participants know the content and the process of the session. | | |
| 5mn | <u>Sharing Experiences</u> Brainstorming 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What do you know about an Open House Day? 2. Facilitator lists down all the answers on a flipchart. | Participant share their ideas on an Open House Day. | | |
| 40mn | <u>Characteristics and Purpose</u> Presentation 1. Facilitator provides a presentation on purpose and characteristics of an Open House Day. 2. Facilitator gives the floor to participants for discussion and clarification of all questions. | Participants know purpose and characteristics of an Open House Day. | <u>Characteristics:</u> <ul style="list-style-type: none"> ▪ An Open House day is a one day exhibition. ▪ The administration displays important information on their activities. ▪ Council provides opportunities to discuss with citizens about specific issues. <u>Purpose of an Open House</u> | |

| | | | | |
|------|---|---|--|--|
| | | | <p>Day:</p> <ul style="list-style-type: none"> ▪ To build trust between sub-national administration and citizens ▪ To gather and disseminate information | |
| 30mn | <p><u>Identify Information</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks the following questions: <ul style="list-style-type: none"> ▪ Which information should be displayed during the Open House Day? ▪ Which offices should be opened for citizens? 2. Facilitator lists down all the answers on a flipchart. 3. Participants discuss and decide which information should be displayed during the Open House Day. | Participants have ideas on which information and offices should be prepared for the fair. | <p>Possible Answers: Q 1</p> <p>Information on:</p> <ul style="list-style-type: none"> ▪ the activities of the council ▪ population, economic situation, number of schools, health centers etc. of council's jurisdiction ▪ the 5-years development plan ▪ the annual budget ▪ service provided by One Window Office (if existing) ▪ the land use plan (if existing) ▪ main responsibilities of the different offices ▪ activities of council's committees <p>Possible Answers: Q 2</p> <ul style="list-style-type: none"> ▪ the One Window Service Office (if existing) ▪ All offices | |
| 30mn | <p><u>Special Events during the Open House Day</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: | Participants have ideas on how to diversify the Open House Day. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Forums or round tables on specific issues ▪ Competition during the Open | |

| | | | | |
|------|---|--|---|--|
| | <ul style="list-style-type: none"> ▪ What additional activities should be organized during the Open House Day to make the event as attractive as possible? <ol style="list-style-type: none"> 2. Facilitator lists down all answers on a flipchart. 3. Participants discuss and decide which ideas should be realized. | | <p>House Day, public announcement of the winners and award ceremony</p> <ul style="list-style-type: none"> ▪ Games for kids ▪ Cultural program with local artists | |
| 20mn | <p><u>Establish a Working Group</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Should we establish a working group for the preparation of the Open House Day? ▪ What are the responsibilities of this working group? ▪ Who should be the members of the working group? 2. Facilitator lists down all answers on a flipchart. 3. Participants decide on the members of the working group. | <p>Participants decide on a group of people who are responsible for the preparation of the Open House Day.</p> | <p>Possible Answers: Q2</p> <ul style="list-style-type: none"> ▪ development of an in-depth concept, ▪ information that should be displayed and ▪ other event activities <p>Possible Answers: Q3</p> <ul style="list-style-type: none"> ▪ Overall responsibility: Board of Governors ▪ Administration Director ▪ A working group chaired by the administration director or a deputy governor and all chiefs of offices/divisions or ▪ A working group composed by some members of the council and the administration - chaired by a member of the board of governors | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes the key results. 2. Facilitator and participants fix a date for the coaching session with the working group | | | |

Session 2: Preparation of a Concept for the Open House Day

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|--------------------|---|---|--|------------------------------|
| Objectives | At the end of this session, participants will: <ul style="list-style-type: none"> ▪ Understand purpose and characteristics of an Open House Day ▪ Prepared the concept on the Open House Day for the council | | | |
| Participant | Working group in charge of the preparation of the Open House Day | | | |
| Duration | 2h45mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <u>Introduction and Welcome</u> Facilitator welcomes and presents objectives of the session. | Participants know the content and the process of the session. | | |
| 30mn | <u>Characteristics and Purpose</u> Presentation 1. Facilitator provides a presentation on purpose and characteristics of an Open House Day. 2. Questions and Answers | Participants know purpose and characteristics of an Open House Day. | Facilitator needs to do the presentation in this session again because some of the members of the working group didn't join the first session. | |
| 20mn | <u>Review on the first session</u> Plenary Discussion 1. Facilitator presents the first ideas of the council on the information that should be provided to the public during the Open House Day and the special activities during the Open House Day. | Participants know council's rough concept on the Open House Day. | | |
| 30mn | <u>Development of concept and program of the Open House Day</u> Working Group 1. The facilitator divides the participants in two working groups. If the number of participants is too small, this step will be done in the plenary. In this case the time required extends to 60 minutes. | Participants have detailed concept for the exhibition and the program for the Open House Day. | The questions need to be modified based to the proposals of the council. | |

| | | | | |
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| | <p>2. Based on the rough concept of the council, working group 1 develops a detailed concept on which information should be prepared for the exhibition by answering the following questions:</p> <ul style="list-style-type: none"> ▪ Which projects or programs should be presented? ▪ Which information of the administration is most interesting for citizens? ▪ How do you want to display the information? (in the office or market place outside the offices) <p>3. Based on the rough concept of the council, the working group 2 develops proposals for the program by answering the following questions:</p> <ul style="list-style-type: none"> ▪ What specific activities should be organized during the Open House Day? | | | |
| 45mn | <p>Plenary Discussion</p> <p>1. The working groups present their results in the plenary.</p> <p>2. Participants discuss the results and decide which ideas should be included in the concept for the council.</p> | | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Concert with local artists ▪ Kids' activities: drawing competition, clown activities, sack race... ▪ Circus ▪ Traditional games ▪ Forum: topic, speaker, methodologies | |
| 5mn | <p><u>Identify Date</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks the participants:</p> <ul style="list-style-type: none"> ▪ When the Open House Day should take place? | Participants decide on the appropriate date for the Open House Day. | Before fixing the date the participants should consider the time they need for preparation. | |

| | | | | |
|------|--|---|--|--|
| | 2. The working group selects one or two dates to propose to the council | | | |
| 15mn | <p><u>Promotion of the Open House Day</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How do you want to promote Open House Day to the public? 2. Facilitator lists down the answers on a flipchart. 3. Participants discuss and decide which ideas shall be realized. | Participants have a concept on how to promote the Open House Day. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ TV ▪ Radio ▪ Banner ▪ Mobile loud speakers ▪ Posters ▪ Leaflets | |
| 10mn | <p><u>Next steps</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Who will calculate the costs for the Open House Day? ▪ Who will write the concept note on the Open House Day for the council? ▪ Who will ensure that the concept for the Open House Day is included in the agenda of the next council meeting? 2. Facilitator lists down the answers on a flipchart. | Participants share the tasks for finalizing the concept. | | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes the key results; participants 2. Facilitator and participants agree on the next session (that should be held after the decision of the council on the concept note). | | | |

Session 3: Preparation of the Open House Day (After the Decision of the Council)

- Since the concepts for the Open House Day can be very different, it is not possible to provide a detailed session plan for this session. Here are some general hints for the facilitators.

| | | | | |
|---------------------|---|---|--|------------------------------|
| Objectives | At the end of this session participants will <ul style="list-style-type: none"> Have a detailed work plan on the preparation of the Open House Day. Share the tasks and know their responsibilities | | | |
| Participants | Working group for the preparation of the Open House Day | | | |
| Duration | 2h.40mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | Introduction and Welcome Facilitator welcomes the participants and presents the objectives of the session. | Participants know the content and the process of the session. | | |
| 120mn | <u>Tasks to be done before the Open House Day</u> Brainstorming Based on the number of participants, the brainstorming can be done in the plenary or in working groups. If the participants work in small groups, a presentation and discussion in the plenary is necessary afterwards. 1. Facilitator asks: <ul style="list-style-type: none"> What are the tasks to be done before the Open House Day regarding to the exhibition? What are the tasks to be done before the Open House Day regarding the additional activities? What are the tasks to be done in order to promote the Open House Day to the public? What else need to be done? | Participants know all tasks that need to be done before the Open House Day. | Possible Answers Q1: <ul style="list-style-type: none"> Place arrangement for display Prepare information for display Buy materials (flipchart paper, colour card ...) Possible Answers Q2: <ul style="list-style-type: none"> Contact local artists Arrange a playground for children Possible Answers Q3: <ul style="list-style-type: none"> Announcement through local media Develop poster and flyer Disseminate posters and flyers Possible Answers Q4: <ul style="list-style-type: none"> development of detail program hire/prepare tent, chairs hire/prepare loud speakers organise a stage prepare flowers, balloons | |

| | 2. Facilitator lists down the answers on a flipchart. | | Facilitator proposes to participants to prepare a feedback sheet for citizens. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------|--|--|--|------------|--------------------|-------|---|---|--|--------------------------|--|---|--|--|--|--|---|--|---------------|--|--|---|---|---------------|--|--|--|--|--|--|
| 30mn | <u>Development of the work plan</u> Plenary Discussion Facilitator and participants arrange the tasks in the table below: | Participants have an overview on all upcoming tasks and know their responsibilities. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Work Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>No.</th> <th>Task</th> <th>Time frame</th> <th>Responsible Person</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> Preparation of the exhibition <ul style="list-style-type: none"> ▪ Place arrangement for display ▪ Prepare information for display ▪ Buy materials (flipchart paper, colour card ...) </td> <td></td> <td>Mr. A Mr. B Mrs. C</td> <td></td> </tr> <tr> <td>2</td> <td>Development of a detailed program for the Open House Day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td> Preparation of the venue <ul style="list-style-type: none"> ▪ tent, chairs ▪ loud speakers ▪ stage ▪ flowers, balloons </td> <td>July 31, 2014</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td> Preparation of the additional activities <ul style="list-style-type: none"> ▪ Contact local artists ▪ Arrange a playground for children </td> <td>July 25, 2014</td> <td></td> <td></td> </tr> </tbody> </table> | No. | Task | Time frame | Responsible Person | Other | 1 | Preparation of the exhibition <ul style="list-style-type: none"> ▪ Place arrangement for display ▪ Prepare information for display ▪ Buy materials (flipchart paper, colour card ...) | | Mr. A Mr. B Mrs. C | | 2 | Development of a detailed program for the Open House Day | | | | 3 | Preparation of the venue <ul style="list-style-type: none"> ▪ tent, chairs ▪ loud speakers ▪ stage ▪ flowers, balloons | July 31, 2014 | | | 4 | Preparation of the additional activities <ul style="list-style-type: none"> ▪ Contact local artists ▪ Arrange a playground for children | July 25, 2014 | | | | | | |
| No. | Task | Time frame | Responsible Person | Other | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Preparation of the exhibition <ul style="list-style-type: none"> ▪ Place arrangement for display ▪ Prepare information for display ▪ Buy materials (flipchart paper, colour card ...) | | Mr. A Mr. B Mrs. C | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Development of a detailed program for the Open House Day | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Preparation of the venue <ul style="list-style-type: none"> ▪ tent, chairs ▪ loud speakers ▪ stage ▪ flowers, balloons | July 31, 2014 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Preparation of the additional activities <ul style="list-style-type: none"> ▪ Contact local artists ▪ Arrange a playground for children | July 25, 2014 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | |
|-----|--|---|--|--|--|--|
| | 5 | Promotion of the Open House Day to the public <ul style="list-style-type: none"> ▪ Announcement through local media ▪ Develop poster and flyer ▪ Disseminate posters and flyers ▪ | | | | |
| | 6 | | | | | |
| 5mn | <u>Wrap up and next step</u> | | | Facilitator should propose the working group to meet regularly to check the progress of the preparation. | | |
| | <ol style="list-style-type: none"> 1. The facilitator summarizes the key results of the session. If necessary facilitator. 2. Facilitator and participants agree on a next session to follow up the progress of the preparation. | | | | | |

Session 4: During the Open House Day

| | | | | |
|--------------------|---|--|--|------------------------------|
| Objectives | At the end of this session, all participants will know their responsibilities during the Open House Day | | | |
| Participant | Council and Working Group in charge of the preparation of the Open House Day | | | |
| Duration | 1h40mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes the participants and presents the objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 90mn | <p><u>Task Sharing</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Based on the program of the Open House Day the facilitator asks: <ul style="list-style-type: none"> ▪ Who will be responsible for the exhibition during the Open House Day? ▪ Who will take care of each additional activity? ▪ What are the tasks of council members during the Open House Day? 2. Facilitator lists down the results on flipchart. 3. Participants develop the schedule (indicating responsible person for each activity) | Participants know their specific task during the Open House Day. | After the session the administration director should summarize the results (task, responsible person and time) and distribute the information to all persons who have a specific responsibility. | |

| Sample of the schedule | | | | |
|-------------------------------|---|---|-------------------------------------|--|
| | Time | Activities | Responsible persons | Phone number |
| | 6.00-8.00 | Setting up exhibition | Mr. A | |
| | 6.00-8.00 | Setting up the kids' activities | Mr. B | |
| | 9.30-10.00 | Prepare the table for round table discussion | Mr. C | |
| | 9.00-10.00 | Council members who is available for citizens | Council members: Mr. D and Ms. E | |
| | 10.00- 11.00 | Council members who is available for citizens | Council members: Mr. F and Ms. G | |
| | | | | |
| | | | | |
| 5mn | <u>Wrap up and next step</u> The facilitator summarizes the key results of the session. | | | It is not necessary to arrange a session after the Open House Day. However it is necessary that the assessment of the Open House Day is included in agenda of the next council meeting. The working group in charge of preparation of the Open House Day should provide a statement on strong and weak points of the Open House Day. |

11. Special Event

Session 1: Overview of the Special Event (Question and Answer Forum for Youth)

| | | | | |
|---------------------|--|---|------------------------------|------------------------------|
| Objectives | At the end of the session participants will understand the characteristics and purpose of the event. | | | |
| Participants | All councillors, BoG, Administration Director (AD) | | | |
| Duration | 2h | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes participants and presents objective of the session.</p> | Participants know the content and the process of the session. | | |
| 15mn | <p><u>Overview of Special Event</u></p> <p>Brainstorming</p> <p>Facilitator asks:</p> <ul style="list-style-type: none"> ▪ Do you have any experience with question and answer forum for youth? ▪ If yes, can you share your experience? | Participants share their experience. | | |

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|------|--|--|---|--|
| 20mn | <p><u>Characteristics and Purpose</u></p> <p>Presentation</p> <ol style="list-style-type: none"> 1. Facilitator presents the characteristics and purpose of the youth forum. 2. Question and answer. | <p>Participants know the characteristics and purpose of the youth forum.</p> | <p><u>Characteristics:</u></p> <ul style="list-style-type: none"> ▪ Not limited to any specific issue/topic. ▪ Young people are invited to put all questions to the local government/council. ▪ The answer of the councillors should be short and understandable ▪ The chairperson/member of the councillors should not be a facilitator ▪ All key experts should be available for answering the questions (for the first round of the forum) ▪ Needs an experienced facilitator <p><u>Purpose:</u></p> <ul style="list-style-type: none"> ▪ Get in contact with youth and arise their interest in local development ▪ Provide the council with the opportunity to learn about the concerns of youth ▪ Strengthen the democracy to youth | |
|------|--|--|---|--|

| | | | | |
|------|---|---|--|--|
| 30mn | <p><u>Possible Challenges</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What could be the challenges? ▪ How do you deal with the challenges? 2. Facilitator lists down all the answers. | Participants anticipate the challenges and solutions. | <p>Possible Answers: Q1</p> <ul style="list-style-type: none"> ▪ No participants ▪ Too many participants ▪ Participants do not have any questions ▪ Participants have many different questions on many topics ▪ It needs experts for answering the questions ▪ Difficult to find an experienced facilitator within the administration | |
| 45mn | <p><u>Identify Objectives of the Event</u></p> <p>Buzz Group</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are the objectives of the event? 2. Facilitator asks participants to present their results 3. Facilitator lists down all the answer on the flipchart 4. Facilitator and participants discuss and agree on the objectives they want to reach. | Participants identify the objectives of the forum. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ To encourage youth to bring their ideas, wishes and concerns. ▪ To provide young people the opportunity to learn more about local government. ▪ To let youth share their concerns and interests among themselves. ▪ To build relationship between local government and the youth. | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key results. 2. Facilitator and participants agrees on the next session with BoG and AD. | | | |

Session 2: Preparation of the Special Event (Question and Answer Forum for Youth)

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|---------------------|--|---|--|------------------------------|
| Objectives | By the end of this session, participants will be able to: <ul style="list-style-type: none"> Identify agenda, relevant documents, methodologies and materials for question and answer forum for youth Identify participants and responsible person | | | |
| Participants | Board of governors and administration director | | | |
| Duration | 1h50mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes and presents the objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 15mn | <p><u>Review of the first session</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> What do you remember from the first session? Facilitator summarizes the key contents of the first session. | Participants share their memory of the first session. | | |
| 30mn | <p><u>Activities to be prepared for the youth forum</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> Facilitator asks: <ul style="list-style-type: none"> What do we need to discuss in order to prepare for question and answer forum for youth? Facilitator lists down the answers. Facilitator asks participants to go through the list and discuss each issue one by one. | Participants have a list of the issues to be discussed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> Prepare agenda and select methodologies for each agenda items (see the agenda preparation) Prepare budget Prepare council decision Identify experts to answer questions Identify experienced facilitator Identify councillors to answer the questions Find an attractive title | |

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|------|---|--|--|--|
| | | | <ul style="list-style-type: none"> ▪ Identify time and venue ▪ Prepare announcement/ dissemination ▪ Prepare materials, equipment (see the materials preparation) ▪ Venue organization (to discuss during the conducting session) ▪ Identify minutes taker <p>Facilitator should remind the participant to choose the time, duration (around 2hrs) and place to conduct the question and answer forum for youth which are appropriate for target group.</p> | |
| 20mn | <p><u>Agenda Preparation</u></p> <p>Plenary Discussion</p> <p>1. Facilitator asks one question after another:</p> <ul style="list-style-type: none"> ▪ What are the agenda items for the question and answer forum for youth? ▪ What methodologies will you use for each agenda item? <p>2. Facilitator lists down all the answers on flipcharts.</p> | Participants identify agenda and methodology for each agenda item. | <p>Possible Answers: Q1</p> <ul style="list-style-type: none"> ▪ Welcome and introduction ▪ Present program of youth forum ▪ Present process and rules ▪ Questions and answers period ▪ Conclusion and closing <p>Possible Answers: Q2</p> <p>Facilitator can refer to youth forum in the TD on civic engagement and other references.</p> | |

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| 5mn | <p><u>Materials and equipment preparation</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What materials and equipment do you need for youth forum? 2. Facilitator lists down all the answers on flipcharts. | Participants have a list of materials and equipment needed. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Loud speaker ▪ Suggestion boxes ▪ Camera ▪ Tables and chairs ▪ Tent ▪ Announcement ▪ Board ▪ Leaflets ▪ Booklets ▪ Colour cards ▪ Pen ▪ Etc. <p>Facilitator should remind council that the youth forum should be organized in an informal way.</p> | |
| 10mn | <p><u>Discussion on the Proposal for Council Decision</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Which issues from the list of activities to be prepared for the youth forum should be included in the proposal? ▪ When do you submit the proposal to the council meeting? | Participants know the key contents for the proposal. | | |
| 20mn | <p><u>Preparation of the Draft Action Plan</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks participants to prepare an action plan on the table below: | Participants know the upcoming tasks. | | |

| Sample of Action plan | | | | |
|-----------------------|--|------------|--------------------|-------|
| | Description | Time Frame | Responsible Person | other |
| | 1 Prepare budget | | | |
| | 2 Prepare draft council decision | | | |
| | 3 Identify time and venue | | | |
| | 4 Identify information (booklets, leaflets) | | | |
| | Prepare announcement | | | |
| | 5 Prepare equipment | | | |
| | 6 Arrange venue | | | |
| | 7 Identify an experts | | | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key results to be done before the forum with youth. 2. Facilitator reminds participants to update the action plan after the council meeting. 3. Facilitator and participants agree on the next session. 4. Facilitator should provide further support if needed. | | | |

Session 3: Conducting Special Event (Question and Answer Forum with Youth)

| | | | | |
|---------------------|--|---|------------------------------|------------------------------|
| Objectives | By the end of this session, participants will be able to: <ul style="list-style-type: none"> ▪ Organize and facilitate youth forum with active participation ▪ Identify key contents for note taking | | | |
| Participants | Chairperson, administration director, assigned councillors, note taker and facilitator (external or internal) | | | |
| Duration | 1h35mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools & Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes and presents the objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 20mn | <p><u>Review on the Last Session</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on the action plan developed in previous session, how far have you done? 2. In case not all the things are prepared, Facilitator asks: <ul style="list-style-type: none"> ▪ When can you finalize the remaining tasks? ▪ Do you need any support? 3. Facilitator lists down all the answers on the flipchart. | Participants know their remaining tasks. | | |
| 10mn | <p><u>Venue Organization</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Which sitting arrangement encourages the interaction between participants and facilitators? 2. Facilitator lists down all answers on flipcharts. | Participants agree on the sitting arrangement. | | |

| | | | | |
|------------|--|--|---|--|
| 45mn | <p><u>Role of Facilitator</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How will you facilitate the youth forum? 2. Facilitator summarizes and clarifies all answers on the flipcharts. | Participants know how to facilitate the youth forum. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Make sure that youth have microphones when they want to speak ▪ Categorize written colour cards by topics ▪ If colour cards are not used then try to systemize questions with same issues ▪ Councils and experts give short understandable answers ▪ Questions should be short. ▪ Encourage young women to speak ▪ Thank for raising the questions ▪ Encourage silent persons to ask questions ▪ Invite two or 3 members of councillors to give additional ideas or different opinion but make sure not to have a long dialogue among the councillors. <p>Facilitator should inform the councillors in case they cannot answer the questions, they should forward to the experts.</p> | |
| 10mn` ` | <p><u>Note Taking</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ Which information should you take note? 2. Facilitator lists down all answers on flipcharts. | Participants know what to take note. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Main discussed issues ▪ Unanswered questions ▪ Observation (impression on atmosphere, level of participation) ▪ Number of youth who attended the forum | |

| | | | | |
|-----|--|--|--|--|
| | | | <ul style="list-style-type: none"> ▪ Critical situation if any ▪ Agreements between youth and council members if any ▪ Etc... | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. Facilitator summarizes key outputs to be done for conducting youth forum. 2. Facilitator and participants agree to conduct a session on task to be done after the youth forum if needed. (See session on Task to be done after civic engagement activities on page 93). | | | |

12. Task to be done After Implementing Civic Engagement Activities

Session: Task to be done After Implementing Civic Engagement Activities

| | | | | |
|---------------------|--|---|--|----------------------------|
| Objectives | At the end of this session, participants will be able to: <ul style="list-style-type: none"> ▪ Summarize the result of civic engagement activities ▪ Identify report format and draft the report for the council ▪ Identify ways to disseminate the results of the civic engagement activities | | | |
| Participants | BoG, Administration Director (AD), note taker(s), facilitator and other staff involved | | | |
| Duration | 2h.50mn | | | |
| Process | | | | |
| Time | Activities | Objectives | Hints for Facilitator | Tools and Reference |
| 5mn | <p><u>Introduction and Welcome</u></p> <p>Facilitator welcomes participants and presents objectives of the session.</p> | Participants know the content and the process of the session. | | |
| 30mn | <p><u>Things to be done after civic engagement activities</u></p> <p>Brainstorming</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What are you going to do after civic engagement activities? 2. Facilitator lists all the answers from the participants on flipchart and summarizes key points. | Participants know the tasks to be done. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ The notes takers summarize the results and submit to AD, ▪ The administrator prepare the draft report for the council ▪ The council discusses the result of civic engagement and decides actions to be taken in the next meeting. ▪ Deliver the report to relevant stakeholders ▪ Disseminate the key information and next steps to the public | |

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| 60mn | <p><u>Result Summary</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How do you summarize the result of civic engagement activities? 2. Facilitator lists down all answers on flip chart. | Participants know which information needs be summarized for the council. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Topic of the activities ▪ Number of participants ▪ Short description of the situation ▪ All recommendations and comments from participants ▪ Controversial issues (if any) ▪ Recommendations and comments from AD if any <p>Facilitator should remind the participants to include all recommendations from citizens in the report.</p> | |
| 30mn | <p><u>Prepare Recommendations for the Council</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What recommendations did you get from participants? 2. Facilitator lists down all answers on flipcharts. 3. Facilitator asks: <ul style="list-style-type: none"> ▪ Based on those recommendations, what do you recommend the council to do? 4. Facilitator lists down all answers on flipcharts. | Participants identify recommendations for the council based on the suggestions of the citizens. | Facilitator should point out, that the administration not necessarily has to make own recommendations to the council. However, recommendations of the administration are important when suggestions of citizens are not realistic or inconsistent with the law. | |
| 20mn | <p><u>Report Writing</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ What does the report format look like? 2. Facilitator sums up a final report format. 3. Facilitator asks participants to set a deadline for finalizing the draft report. | Participants know the format and key contents of the report. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Introduction (topic and background) ▪ Objectives of civic engagement ▪ Participants ▪ Date ▪ Place ▪ Process and short summary of the discussion ▪ Recommendations of citizens | |

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|------|---|--|---|--|
| | | | <ul style="list-style-type: none"> ▪ Recommendations of the administrations ▪ Challenges and controversial issues (if any) ▪ Agreements ▪ Appendix (agenda, material, participant list) | |
| 20mn | <p><u>Result/Report Dissemination</u></p> <p>Plenary Discussion</p> <ol style="list-style-type: none"> 1. Facilitator asks: <ul style="list-style-type: none"> ▪ How will you disseminate the results and the report? 2. Facilitator lists down answers on flipcharts. | Participants decide how to disseminate the report and the decision of the council on further activities. | <p>Possible Answers:</p> <ul style="list-style-type: none"> ▪ Summarize key information ▪ Post on information boards inside and outside of provincial/municipal/district hall ▪ Press release for local media ▪ Broadcast on local radios, web site, TV ▪ Announcement during ceremony in pagodas or villages ▪ Keep as archive ▪ Send to relevant stakeholders ▪ Etc. | |
| 5mn | <p><u>Wrap up and next step</u></p> <ol style="list-style-type: none"> 1. The facilitator summarizes what needs to be done after civic engagement activities. 2. Facilitator asks the participants if further support is needed. If yes, facilitator and participants agree on date and topic for the next coaching session. | | | |

Annex #1: Basics of Civic Engagement

1. Definition of Civic Engagement

Referring to the document of the World Bank which in general used has defined "Citizen Engagement" is an activity of individual or groups where occurs in various processes that those individual or groups contributed or influenced in the process of prioritizing the issue in developing policy, allocating and using resources in promoting better public services .

Based on IP3 (2011-2013 p.16, point 4.3.2)

The process of civic engagement requires SNA Councils to meet regularly with citizens and interest groups, NGOs and CSOs, private sector groups, as well as through public meetings, dissemination and consultative forum, and other forums.

2. Characteristics of Civic Engagement

- can be exercised on an individual or in groups
- voluntary
- not oriented towards material gain
- follow the interests of the general public

3. Benefit of Civic Engagement for Sub-National Administrations

- Civic Engagement improves the policy development at local level

- Civic Engagement strengthen trust in management process

4. Success Factors of Civic Engagement

- ensure that citizens understand about the benefit and importance of their participation.
- record, consider and respond to the voice of citizens
- take female and male citizens seriously and attempt to understand their concerns and suggestions
- provide relevant information to citizens
- clearly indicate that all comments are welcome;
- communicate honestly, openly and on the same level with their citizens
- clearly indicate the scope and limits of issues that people can participate
- organize participatory processes at an early enough stage participate and influence the decision
- make efforts to take into account the recommendations of the female and male citizens

5. Target Groups for Civic Engagement

Individuals: Children, youth, men, women, elderly, parents, disadvantage and vulnerable people, others

Groups: Citizen's initiatives, women's groups, youth groups, youth council, children council, community based groups

6. Civic Engagement Process

Step 1

Identification of (further) issues

Step 2

Identification of target groups and methodologies

Step 3

Preparation of the CE process

Step 4

Implementation of CE process

Step 5

Evaluation of proposals and decisions of councils

Step 6

Implementation of decisions of councils

What is information gathering?

Information gathering are processes or activities of finding which information

The council should consider the following points in gathering information:

Identify need for information and who has it



Organize process/ tools to gather information



Gather the information



Analyze the information



Use the information in decision-making

Purposes of Information Gathering

- Deepening knowledge
- Reducing uncertainty
- Solving problems
- Saving time/effort

Tools to Gather Information

There are countless ways and tools for gathering information from citizens, active groups and the private sector such as:

- Public meeting
- Forum
- Interview
- Survey
- Focus group discussion
- Community outreach
- Document review and
- Feedback, etc.

Sources of Information

- **Citizens** know best what they need and want
- **Active groups:** Active groups and community-based organizations may have valuable information about the people/members they work with.
- **The private sector:** The private sector is a critical partner for councils since the private sector is the main engine for economic development.
- **The council's own administration:** Council divisions/offices may already have information to assist the council in making decisions.
- **Council committees:** Council committees may study a matter in depth in order to inform council decision-making
- **Other councils:** A council may learn from the experience of other councils
- **Local government associations:** Local government associations often gather information from their council members. This information should be shared with interested councils and their administrations.
- **Ministry line departments/offices:** Both ministry line departments/offices and councils have sector functions to implement.

Type of Information

The representative information: This information is gathered from a group of citizens or a segment of citizens: men, women, youth, the elderly, the poorest, the disabled, ethnic minority groups, different religions and other groups in the area.

The disaggregated information: the information can be organized in such a way that the council can separately see the information that was provided by women from the information that was provided by men: this is referred to as gender disaggregation.

Annex#3: Table on Similarities and Differences of Civic Engagement Tools

| Activity | Purpose | Who shall be invited | Particular Characteristics |
|--|---|--|--|
| Joint Walk through a residential area | <ul style="list-style-type: none"> • Learn what citizens like or dislike in a small area (a village, a street of houses in a commune/sangkat); • Learn about a specific problem in a small area (a village, a street of houses in a commune/sangkat). | <ul style="list-style-type: none"> • Citizens, living in the respective area. | <ul style="list-style-type: none"> ▪ Methodology: representatives of the council meet with citizen at an announced meeting point; they walk together through the residential area. ▪ Issues: the citizens show and tell the councils what they like and what they dislike. ▪ Number of participants: anyone can join; if the group is too big, the participants can be divided in two or three groups. ▪ Invitation: Day and time of the Joint Walk is publicly announced by different means (information board, media etc.) |
| Focus group discussion | <ul style="list-style-type: none"> • Gather information from a group of selected citizens. • Learn about the needs of a group of selected citizens; • Listen to the complaints of a group of selected citizens. | <p>A group of citizens</p> <ul style="list-style-type: none"> • Affected by the same issue; • With the same interest • That complained about the same issue. | <ul style="list-style-type: none"> • Methodology: a Focus Group Discussion is a small group discussion; council mainly asks questions and listens to the participants. • Issue: a Focus Group Discussion is dealing with one specific issue. • Number of participants: maximum 12 people. ▪ Invitation: participants are invited individually; Focus Group Discussion is not open for the public. |

| Activity | Purpose | Who shall be invited | Particular Characteristics |
|----------------------------------|--|--|--|
| Consultation with Experts | <ul style="list-style-type: none"> • Get more background information on a specific issue; • Get recommendations on how to solve a problem • Consult on a draft concept, a draft decision or a draft by-law before approval. | <p>Only experts</p> <p>The experts can be from</p> <ul style="list-style-type: none"> • The council's administration or other governmental agencies; • From CSOs; • From research institutes • Others. <p>The council can invite different experts from different organizations at the same time.</p> | <ul style="list-style-type: none"> • Methodology: Experts provide background information or comments on draft concepts, decisions or by-laws of the council; the council mainly asks questions; experts need an instruction on what the council expects prior to the consultation; experts receive relevant documents prior to the consultation. • Issue: Consultation with Experts always deals with one specific issue at a time. • Number of experts: it depends on the issue. • Invitation: experts are invited individually; it is open for the public. |
| Round Table | <ul style="list-style-type: none"> • Discuss on controversial issues and look for a compromise; • Consult on a draft concept, a draft decision or a draft by-law before approval. | <ul style="list-style-type: none"> • Experts, citizens or experts and citizens | <ul style="list-style-type: none"> ▪ Methodology: Round Table is a small group discussion; participants are sitting at a round table or in a circle; this seating arrangement symbolizes that all participants are equally important; all participants take part in the discussion and share their point of views; participants try to find compromises on controversial issue (if any). ▪ Issue: round table deals with one specific issue ▪ Number of participants: between 6 and 12; they are selected by the council. |

| Activity | Purpose | Who shall be invited | Particular Characteristics |
|--|---|---|--|
| | | | <ul style="list-style-type: none"> • Invitation: participants are invited individually; it is open for the public. |
| <p>Dissemination and Consultative Forum</p> <p>(Required by law)</p> | <ul style="list-style-type: none"> • The council publicly accounts for its activities in the past year; • The council presents programs and activities of the upcoming year <p>The council receives feedback on its performance and recommendations on its plans.</p> | <ul style="list-style-type: none"> • Representatives of CSOs and community based groups; • Commune and sangkat councils. <p>The TD on Dissemination and Consultative Forum provides an overview on the guests who should be invited.</p> | <ul style="list-style-type: none"> • Methodology: big meeting with speeches, presentation small group discussion and entertaining activity; council reports on its activities, on financial issues, on the work of the WCCC etc.; the participants provide feedback and recommendations to the council. • Issue: it depends mainly on council's reports and discussion of citizens. • Number of participants: The number of participants is high (between 100 and 200 participants). • Invitation: representatives of CSOs and commune/sangkat councils are invited; and it is also open for the public. |
| <p>Public meeting</p> | <ul style="list-style-type: none"> • Listen and discuss with citizens or a group of citizens on their situation; • Discuss with citizens on a specific issue. • Introduce a draft concept or a draft by-law to citizens <p>Inform citizens about an important decision of the council.</p> | <p>This is depending on the issue of the public meeting. Can be:</p> <ul style="list-style-type: none"> • All citizens of a commune/sangkat, a khan, district, a municipality; • A group of citizens, e.g. women, young people or people living in a specific area. | <ul style="list-style-type: none"> • Methodology: council provides an input on the issue (s); citizens are invited to talk about their needs, discuss on a specific issue and/or give feedback on a decision, a draft by-laws or a draft program of the council. • Issue: Public meetings can deal with one specific issue or different issues • Number of participants: cannot be calculated in advance. • Invitation: it is open for all citizens; it is announced through media. |

| Activity | Purpose | Who shall be invited | Particular Characteristics |
|-----------------|--|---|--|
| | | <ul style="list-style-type: none"> • Citizens who are affected by a decision or by-law of the council. | |
| Workshop | Develop solutions or concepts with a group of different people and different expertise | <ul style="list-style-type: none"> • Participants to be invited depends on the issue; • Can be only experts of CSOs and the administration. <p>Can be experts of CSOs and administration and citizens who are interested in or affected by the issue.</p> | <ul style="list-style-type: none"> • Methodology: facilitators provide input if needed; Facilitators use different methodologies to ensure that all participants can contribute to the objective of the workshop; workshops last normally one day, maximum two days. • Issue: one specific topic/issue to work on. • Number of participants: between 15 - 25 participants. • Invitation: participants are invited individually and it is not open for the public. |