

Concept, design, concrete planning and implementing a participatory project

Citizens' Dialogue in The Hague

- Transnational
- Multi-lingual
- Several days

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European Online Citizens' Dialogue

- Digital
- Transnational
- Multi-lingual
- Several days

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Smaller dialogue processes

- In Person or Digital
- Local, national or transnational
- Several days or several hours
- Small or big

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

Inclusive: Citizens represent the plurality and diversity of society.

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

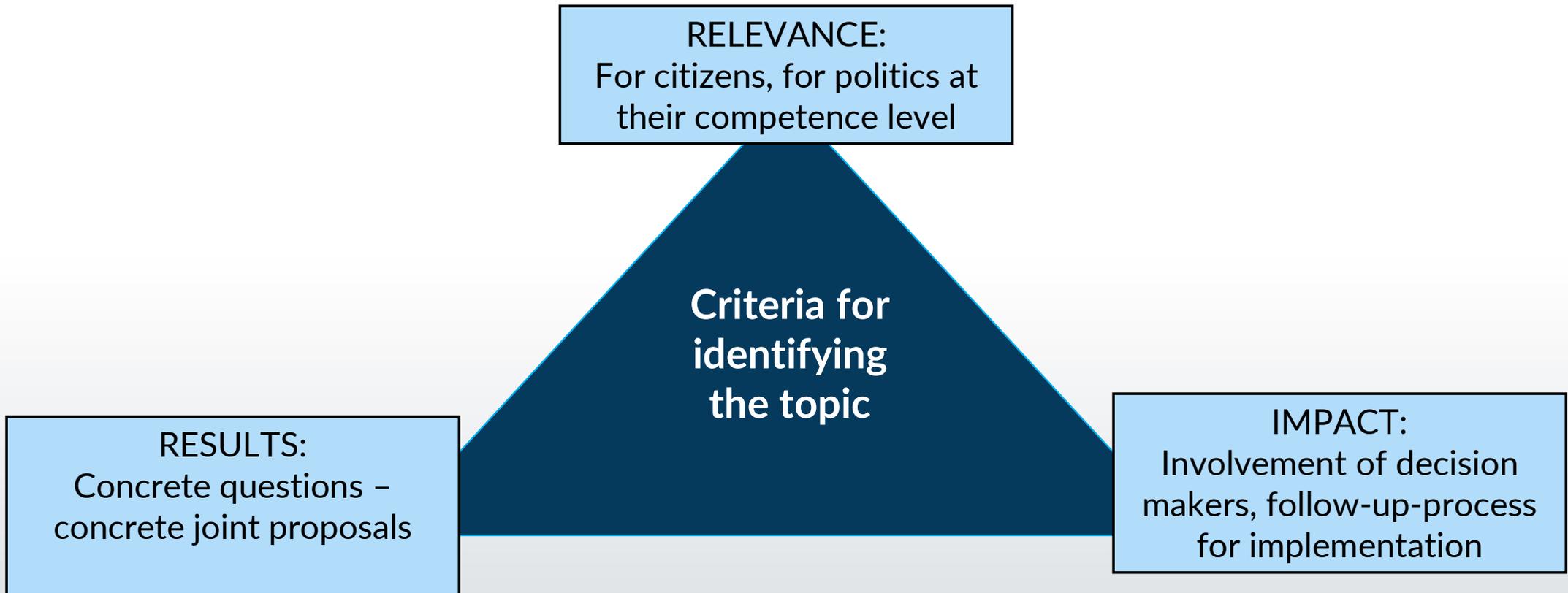
Effective: Commitment from politicians, dialogue with policy-makers and follow-up process for results ensure acceptance and impact.



Effectiveness: Topics and political commitment



Effectiveness: The right topic and political commitment are key



Effectiveness: Key questions for the topic and political commitment, the example of Eltville

RELEVANCE

- What political issue is particularly important to you, for your region, for the EU?
- What are your expectations? What do citizens expect?

RESULTS

- How concrete should the citizen proposals be that would help in political decision-making?
- Which question could citizens work on well?

IMPACT

- Which political actors are relevant for decision-making on the topic? How could they be involved?
- How should the follow-up process be designed leading to the implementation of citizens' proposals?

Consequences from COVID for a SUSTAINABLE ELTVILLE

- Knowing more about citizens' perspectives and concerns about Covid
- Better solutions on how to make Eltville more sustainable
- Establish a permanent citizens' consultation

Better Understanding, IDEAS and PROPOSALS

- What can we learn from the Covid experience, with regard to a sustainable Eltville?

Strategy process and IMPLEMENTATION PROJECTS

- Mayor and responsible persons from the administration respond directly to citizens' proposals.
- Results become part of the sustainability strategy and feed into implementation projects.

Topics for citizens dialogues and citizens assemblies/panels

- **Local Dialogue on urban development:** We have a problem with vacancies in our inner city. What ideas and innovations do we have for shaping our inner city and creating a vibrant city center?
- **Border Region Dialogue:** We are not yet using energy in a climate-friendly way. How can we strengthen the collaboration between our regions with regard to saving and producing energy?
- **Local Dialogue on the environment:** What can we do in our city to avoid microplastics? What can the municipality do, what can businesses do and what can each individual citizen do?
- **European Dialogue on the environment:** What can we do in Europe to avoid microplastics? What could a strategy for the EU look like? What can we do in our city, what can each one of us do?
- **European Dialogue on Greening transport:** What can public administrations and private companies do to make their vehicle fleets and goods transports more ecological?
- **European dialogue on skills and education:** What can the EU do in its education policy to educate European citizens to be responsible and enlightened in their use of information and digital media?

Inclusiveness: Recruiting of participants

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Inclusiveness: Not just the usual suspects.

inclusiveness \neq representativity

but

inclusiveness = diversity of society

- Not measured by the sheer number of people who take part.
- Tries to represent all the interests, opinions and ideas that exist in a political community.
- Aims to prevent the overrepresentation of already active groups.
- All groups that are affected by the decision should be represented,
- Actively promotes the participation of groups that are usually not involved.



Inclusiveness: The benefits

Inclusiveness...

- ... provides a broad range of experiences, thoughts and perspectives
- ... provides politicians with unbiased input on a given topic.
- ... sparks conversations among people who might never have met
- ... includes Participants who are more often unprejudiced and can think outside the box
- ... produces proposals that are usually balanced and reasonable.



Deliberation: Key elements for the dialogue concept



Deliberation: Five factors to ensure high-quality discussions and results

- **Diversity of participants:** Difference in knowledge, experiences and opinions
- **Sufficient time:** For working on the topic, depending on aims and complexity of the topic
- **Structure, moderation, interactive methods:** To achieve consensus and joint proposals
- **Expert knowledge and information:** Fact based, support with context knowledge
- **Documentation:** Minute takers and appropriate instruments



Deliberation: Five steps for the creation of citizens proposals

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



Example Border region: How can we strengthen the collaboration?

-Guiding questions for moderation

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



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

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

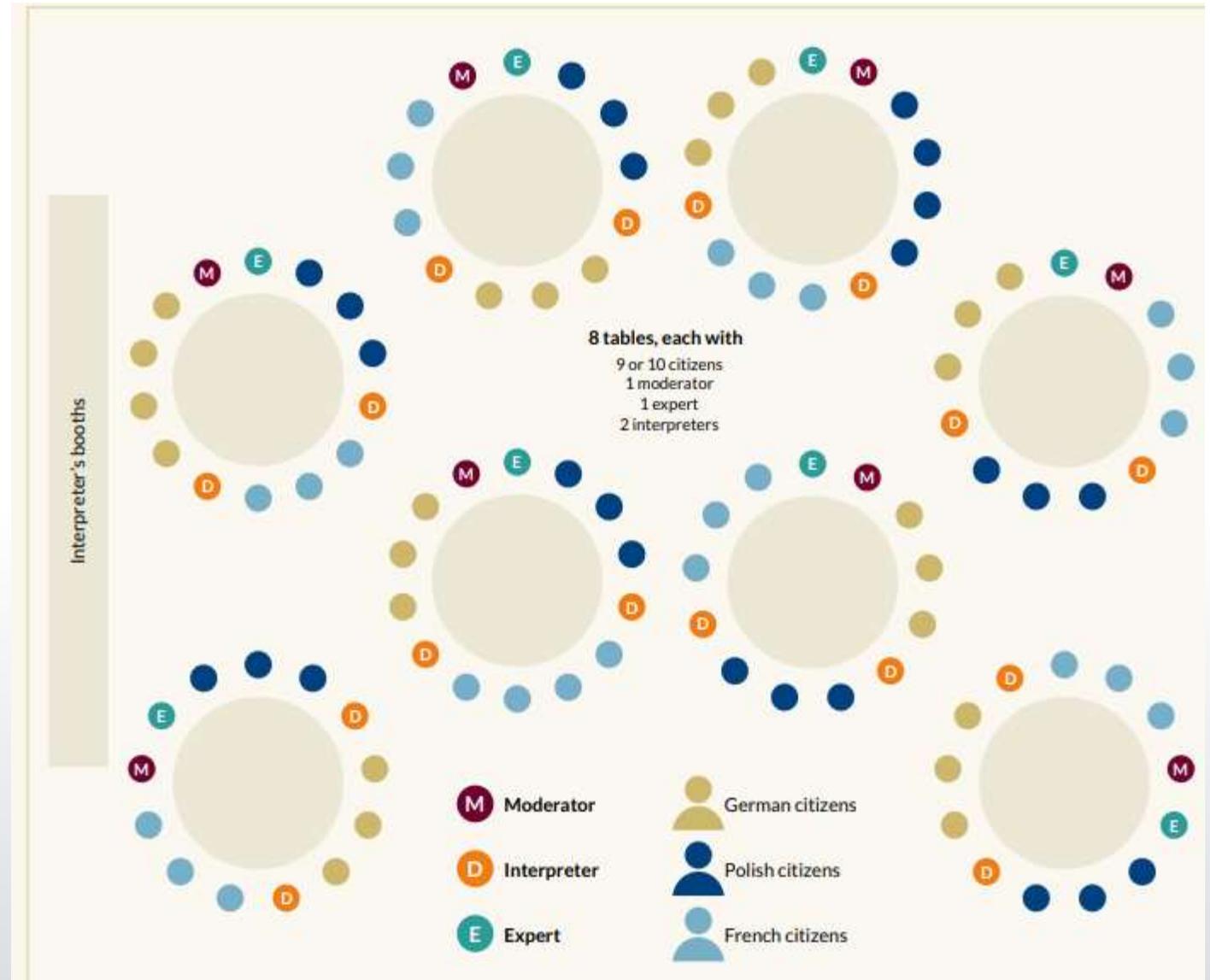
Architecture of deliberation: number of citizens, groups and subtopics

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



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

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Next steps

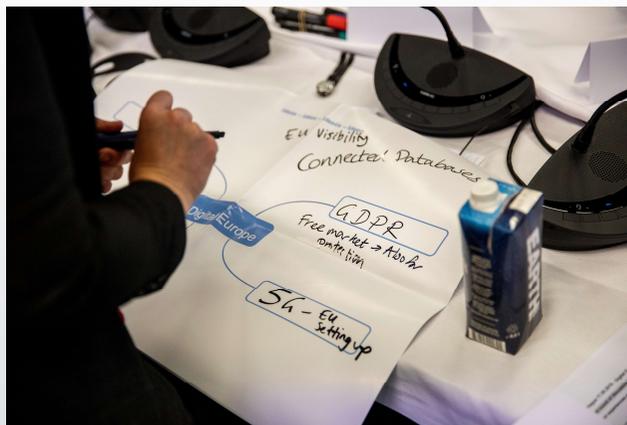
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Methods: deliberation in large and small groups



Methods: brainstorming, prioritising and documenting



Methods: information material and experts



Methods: involvement of politicians



Online and onsite dialogues



Onsite and online: detailed schedules

Digitale Bürgerdialoge für Kommunen - Ablauf und Moderationshinweise

Rollen

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

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

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

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

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

Repräsentant:in Kommune: RK: (bei Bedarf)

Inputgeber:in: (bei Bedarf)

Zusätzliche Personen: (bei Bedarf)

Unterstützung durch Mitarbeiter:innen: (bei Bedarf)

Technische Voreinstellungen

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

Anzahl Teilnehmende

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

Work organisation: Checklist “Key elements of the Dialogue” and next steps

- Analyze the context and the actors
- Agree and decide on the **purpose, aims, topic and questions** for your dialogue
- Decide on the **target group** of citizens and **recruitment strategy**
- Decide on **mode and duration** of the dialogue: onsite, digital or hybrid?
- Get **commitment** and decide on the **engagement of key actors and policy makers**
- Divide of **expenses, resources and tasks** between partners
- Set up a **project team** and decide on **communication modus** among partners and with politicians
- **Clarify technology**: What kind of tools do you need?
- **Clarify moderation**: What is possible with your own personal, what professional service do you need?
- **Approach service providers**: Random selection, translators, video tool, moderators, ...

Menschen bewegen.
Zukunft gestalten.

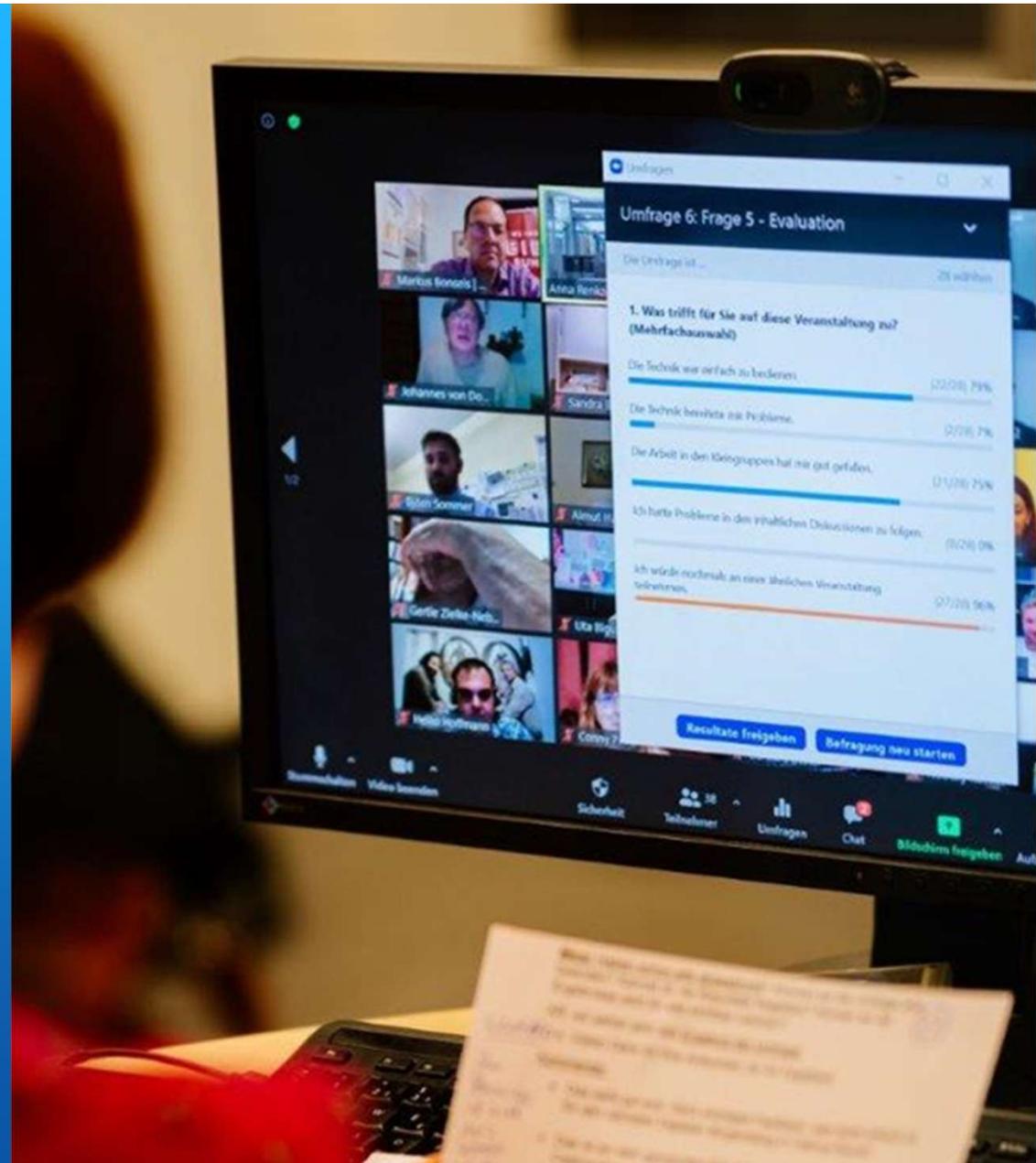
Dealing with challenges

- Organising and facilitating the Moderation
- Getting Decisions Makers on board
- Ensuring the Impact of the project
- Organising and handling the technology
- Other challenges



Evaluation

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Five reasons for evaluating your citizens' dialogue

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

Your opinion counts! Please give us your feedback on the Citizens' Dialogue

1. How do you assess today's event with regard to the following points?

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

2. What did you particularly like about the event?

3. What could have been better?

4. How satisfied are you with the European Union?

Very satisfied

Mostly
satisfied

Undecided

Mostly
dissatisfied

Dissatisfied

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

Very satisfied

Mostly
satisfied

Undecided

Mostly
dissatisfied

Dissatisfied

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

Very strong

Strong

Moderate

Not strong

Non-existent

Example of a multilingual digital evaluation

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

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

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

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

Politicians can implement citizen-centred policies

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

Citizens can have their say

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

The special features of online dialogues

The technology

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

The roles

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

