3D Democracy Design Tool

Bringing Best In-Person CI Practices Online

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PART II

Convening Citizen To Citizen Conversations
Government

Inquire

Inform

Citizens
(& Constituencies)

Interact

InvolvE
Citizen to Citizen

- Citizens interact directly
  - with high quality information
  - and each other across full range of perspectives
  - to arrive at collective recommendations
  - to advise agencies, officials, groups, and other citizens

- Government convenes
  - determines in advance key uses for recommendations sought
  - does all possible to assure all sectors/stakeholders are present
  - uses optimal tools and methods
  - facilitates divergent constituencies being fully heard
  - publicizes and makes full use of recommendations

OR

- Civil sector convenes
  - works with government
  - to make best use of recommendations after the fact
Better Solutions to Our Biggest Problems

- Best *in person* practices
- Supported & extended by right use of the right *online tools*
- Make it more possible than ever to *engage entire communities*
- In all their *diversity*
- In *constructive* interaction
- To meet their most *urgent & difficult* challenges
Four Reasons for Convening Citizen to Citizen Conversations

5. DIALOGUE
6. DEVELOP
7. DECIDE
8. DELIVER
5. **Dialogue**

*No specific output expected*

- Build Community
- Bridge Differences
- Explore Issues

*Best Tools for this Purpose*
On Line Consultation Suites

- Set of generic technologies whose use must be specifically designed
- Often requires skilled facilitation (to avoid exacerbated “group” problems)
- Can bring hard to reach into room with e.g. video or streaming video
- Can track discussions (with tools for later analysis & synthesis)
- Allows instant checking or sharing (of facts, sources, tools, talks, & docs)
Hybrid

• Use online tools leading up to in person meetings—sharing info, getting profiles and answers, getting people to connect

• During meetings with keypads, public notetaking, internet materials

• Afterwards, for follow-through, continued connections, and updated information
More than 3000 stories of successfully engaged communities in five countries

1. Map your project
2. Identify your stakeholders
3. Agree on your engagement objectives
4. Define your success
5. Measure your success
6. Choose the right tools for the job
7. Plan your promotion
8. Prepare engaging content
9. Plan your implementation; and
10. What happens when it’s all over?

100 IDEAS TO HELP ENGAGE YOUR COMMUNITY ONLINE
THE ENGAGEMENT CONTINUUM

Community engagement is far from static. Your engagement objectives evolve through time and life phases of the project.

The Engagement Continuum helps you choose the best tools for the job.
85,000+ Companies Love Zoom

HIGHEST QUALITY
INTRODUCING SOCIAL CONFERENCING

Maestro Online Conferencing
A BETTER WAY TO HOST ONLINE DIALOGUES THAT MATTER

Zilino is the web-based solution for hosting high-quality online forums and other types of intentional, well-designed, well-facilitated and outcome-oriented participatory processes.
From In Person to Online

Following is a list of superb inperson processes that await experimentation with online variants now the real time streaming video has become so wide spread.

The one exception is highlighted. It was created from the beginning to use “high tech” tools to create widespread knowledge and concern aiming to then produce result in “high touch” events, student to student.
Bridging Differences

- Mental Health Campaign
- Bohm Dialogue
- Appreciative Inquiry
- Compassionate Communication (NVC)
- Alternatives to Violence Project (AVP)
- Sustained Dialogue
- Transpartisan Alliance
- Public Conversations Project
- Challenge Days
- LA Conversations about Race
Finding out who’s in the room and what they all know, think or feel…as you go!

**Marital/Family Status: Which comes closest to describing your current situation?**

1. Partnered/Married with kids
2. Married/partnered no kids
3. Formerly married with kids
4. Formerly married no kids
5. Single with kids
6. Single no kids
7. Depends on who's asking!
Conversations are at the heart of relationships, which are at the heart of communities. We focus on conversations because when conversations shift, relationships shift and communities are restored and strengthened.
Thank you for joining this online discussion, sponsored by the WV Center for Civic Life and the Early Childhood Advisory Council of West Virginia.

You’ll have the opportunity to learn from other who care about WV’s youngest children and to express your own views.

In addition the ideas from this discussion will be shared with the WV Early Childhood Planning Task Force and the Governor in the coming weeks.
A Citizen Forum

In its history, the Earth has been repeatedly struck by asteroids, large chunks of rock from space that can cause considerable damage in a collision.

NASA, the US government’s space agency, wants to know what the public thinks about how it is accomplishing the Asteroid Grand Challenge and the Asteroid Redirect Mission, what inspires them about exploration, and what they think is valuable in the mission to find, capture, move and explore an asteroid.

This collaboration between NASA, the US government’s space agency, and a group led by Arizona State University called ECAST—Expert and Citizen Assessment of Science and Technology—offered ordinary citizens the chance to weigh in on NASA’s Asteroid Initiative.

Zilino
Between January and April 2015, Natural Resources South East hosted a community panel (citizen jury) whose task was to investigate funding options to maintain the South East Drainage Network. The panel, which operates close to a jury model, will look at possible options to ensure the drainage network and how its associated infrastructure is maintained now and into the future.

Zilino was used to support online discussion among the community panel members during and after their three in-person meetings.
6. **Develop**

*Starting from Scratch*

- Get all sectors to help
- Tackle the really big problems

**Best Tools for this Purpose**
“CITY RESILIENCE ...”

is the capacity of individuals, communities, institutions, businesses, and systems within a city to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience.”

Rockefeller 100 Resilient Cities Project
An Engaged Community seeks Environmental Justice and Finds Resilience
Empowered Participation: Reinventing Urban Democracy
Archon Fung

Properly designed and implemented institutions of participatory governance can spark citizen involvement that in turn generates innovative problem-solving and public action.

Every month in every neighborhood in Chicago, residents, school principals, and police officers gather to deliberate about how to improve their schools and make their streets safer. Residents of poor neighborhoods participate as much or more as those from wealthy neighborhoods are heard. Since the meetings began more than a dozen years ago, they have led not only to safer streets but also to surprising improvements in the city’s schools. Chicago’s police department and school system have the most democratic urban institutions unlike any others in America.

Empowered Participation is the comprehensive account of this unprecedented transformation. It is the first comprehensive empirical analysis of the ways in which participatory democracy can be used to effect social change. Using city-wide data and six neighborhood case studies, the book explores how determined Chicago residents, police officers, teachers, and community groups worked to diminish crime and transform a failing city school system into a model for educational reform. The author’s conclusion: Properly designed and implemented institutions of participatory democratic governance can spark citizen involvement that in turn generates innovative problem-solving and public action. Their participation makes organizations more fair and effective.
Protecting Communities Serving the Public

A five-session discussion guide designed to help communities bring police and residents together to build trust and respect, develop better policies, and make changes for safer communities.

Read more »
What is effective about this approach?

- Includes many voices
- Builds relationships
- Breaks down barriers
- Action ideas come from the community
CITYFIXER

Solutions for an Urbanizing World

- Streets
- Policing
- Poverty
- Mass Transit
- Schools
- Waste
- Energy Use
- Economic Development
- Aging
- Infrastructure
- Civic Life
- Climate Change

Solutions DB
7. **Deliberate**

*Pre-defined issues*

- Involve all affected
- Share tough decisions

*Best Tools for this Purpose*
DELIBERATION Tools

- Argument mapping
- Collaborative document writing
- Discussion forum
- Live video streaming
- Online consultation suite
- Online dialogue and deliberation
- Online survey
- Social media
- Virtual townhall
- Virtual whiteboard
- Wiki
James Fishkin,
Stanford University,
Inventor of Deliberative Polling

Deliberative Polling
They hear from a variety of expert witnesses and are able to deliberate together on the issue. On the final day of their moderated hearings, the members of the **Citizens Jury** produce recommendations for decision-makers and the public.
FROM CONFLICT TO CREATIVE COLLABORATION
Rosa Zubizarreta

Dynamic Facilitation
California Citizens Redistricting Commission

"Fair Representation—Democracy At Work!"
Oregon’s Citizen’s Initiative Review Commission

1. For each measure on the ballot, a panel of 20 randomly selected and demographically diverse voters is assembled.

2. Over the multi-day review, the panel hears directly from campaigns for and against the measure and calls upon policy experts.

3. The panel drafts a Citizens’ Statement highlighting the most important findings. The statement is provided to voters as a fact-based resource at election time.
Citizen’s Initiative Review Commission

During the citizens’ review, a panel of randomly selected and demographically balanced voters gathers to study a measure on Oregon’s ballot.

Recommendations of the citizen panel will appear in the voters’ pamphlet for the November general election.

“Oregon voters should have the opportunity for this type of balanced analysis of every ballot measure. Voters won’t always agree with recommendations of these panels — that’s not the point. The purpose is to help voters make the most informed decisions possible.”

- Portland Tribune

Read More »
Changes general election nomination processes: provides for single primary ballot listing candidates; top two advance.

**FINDINGS**

- Under M90, no political party could restrict non-members from voting for its candidates during the primary.
- Most elections are currently decided in low turnout primaries. Candidates have won races with as little as 7% of total voters in a district. M90 increases competition among primary candidates allowing the primary voters to vote at their discretion, regardless of party registration.
- Currently, every party has the right to have a candidate on General Election Ballot. M90 changes that and allows only the top two primary vote receiving candidates to advance to general election.
- Proponents do not predict that M90 would increase voter participation. They are encouraged that M90 would give all registered voters the opportunity to vote for any candidate in primary races.
- M90 gives a real choice to more Oregonians – those Democrats and Republicans who live in districts dominated by the other party. Their party’s candidates for key offices have no real chance in the General election.
- M90 could allow 499,335 Oregonians who have not registered as a Democrat or Republican to fully participate in May Primary Elections. These Oregonians represent a large and growing share of the electorate.
- M90 decreases choice in General Election for all voters.
- The Top Two system is the only election method in use throughout the country that allows only two candidates in the General Election.
**ARGUMENT IN FAVOR**

Position taken by 5 of 19 panelists:

- M90 treats all voters equally in every election. Regardless of how Oregonians’ political views may differ every voter should have equal rights in every election. How or if they align with political parties shouldn’t affect their rights as citizens.
- While all Oregon taxpayers fund the May primary election, voters who don’t register as a Democrat or Republican are currently not allowed to participate in primaries of the major parties. M90 would allow any registered voters to vote for primary candidates of the major parties.
- Under M90 all registered voters would have the unrestricted right to vote for any primary candidate.

**ARGUMENT IN OPPOSITION**

Position taken by 14 of 19 panelists:

- A broad coalition opposes M90, including at least two election reform groups, as well as major and minor political parties.
- M90 limits the voice of minority voters, minor parties, and grassroots campaigns. A diverse electorate needs choice & diversity in the General Election.
- M90 has several drafting errors. The most significant appears to eliminate minor parties. Because M90 bars parties from nominating candidates, their legal status is in jeopardy. Another error could allow candidates with more than 50% of the primary vote to automatically win their election without a November run-off.
- Home Rule counties have their own
Serious Games
Extreme Event Game

About the Extreme Event Game

This fun role-playing game gives participants a taste of what it takes to build community resilience in the face of disaster. Players work together to make decisions and solve problems during an engaging, fast-paced disaster simulation.

Interested in hosting your own Extreme Event game? Watch a recorded webinar for a step-by-step guide. And sign up for email updates today!

WHAT YOU'LL NEED TO PLAY

- 12-48 PLAYERS
- 1 HOUR
- FREE DOWNLOADS
World Energy Game

A role-playing game where groups negotiate a pathway to make the low-carbon energy transition and limit climate change to within 2 degrees C.

The game is supported by Climate Interactive’s global mitigation simulation En-ROADS and developed in partnership with MIT, U Mass Lowell, Stanford, and others.
World Energy Games
En-ROAD Simulator
World Energy Game Citizen Players
Playing the World Energy Game

MIT Students
Playing a “World Leader” Setting Global Climate Policy

North Carolina Students
Argument Mapping
GroupMind is a flexible set of integrated web-based collaboration tools—the result of over twenty years' experience in facilitating thousands of meetings on line.
Loomio is a free open-source web application that helps groups make better decisions TOGETHER. Now more than 75,000 people have made more than 25,000 decisions on Loomio.
Loomio

Loomio works on any device, make decisions anywhere, anytime.

1. Talk things through
Start a discussion on any topic, and bring in the right people. Share diverse perspectives and develop ideas together.

2. Build agreement
Anyone can propose a course of action. People can agree, abstain, disagree, or block – so you can see how everyone feels, and why.

3. Decide together
Develop the proposal together so that it works for everyone. Every decision has a clear deadline, so you always get a clear outcome.
To change the world you need to look at it in a different way

DebateGraph

DebateGraph is an award-winning web-platform for visualizing and sharing networks of thought - and opening reasoning and action to collaborative learning and iterative improvement.

Create your own maps and explore and contribute to maps created by amongst others: CNN, the White House, the UK Prime Minister's Office, The Independent, and the Foreign Office.
Many civic and deliberative organizations are working to take advantage of the tremendous potential that new and digital media offer for citizens as they attempt to discuss and address problems at both the local and national levels. We know that many of these media (Facebook, Twitter, online forums) are used effectively for self-expression and organizing.

There are challenges, however, in taking true deliberation—recognizing tradeoffs, considering other people’s experiences, and making choices—online.

This Kettering Foundation working paper by Laura Black focuses on the question: To what extent can digital media truly offer potential opportunities for deliberative decision making, particularly the practice of deliberation itself?

Promise and Problems of Online Deliberation
### Appendix A

**Technological Features That Could Be Part of an Online Forum**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Usability</th>
<th>Best Used For</th>
<th>Biggest Drawbacks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blogs</td>
<td>Easy; Only requires reading and comments.</td>
<td>Issue Naming/Framing; Readers can help shape the story as it unfolds.</td>
<td>Not designed for deliberative discussion. Has potential for flaming or echo chambers.</td>
</tr>
<tr>
<td>Social media</td>
<td>Easy; Many people already using them.</td>
<td>Issue Naming/Framing, Recruiting, Mobilizing action after discussion; Most successful in used with other tools.</td>
<td>Connection into social networks can inhibit honest weighing of trade-offs. Somewhat limited audience. New users may need time to acclimate to the technology.</td>
</tr>
<tr>
<td>Texting/SMS</td>
<td>Easy; Requires cell phones with texting capability.</td>
<td>Polling and asking quick questions (could be part of weighing trade-offs).</td>
<td>Does not put people in conversation with each other. Not designed for discussion, but can be used with other tools.</td>
</tr>
<tr>
<td>Chat (text only)</td>
<td>Easy; Comments are quick and brief.</td>
<td>Weighing trade-offs; real-time conversation. Text-based, leaves out nonverbals.</td>
<td>Possibility of disjointed conversations.</td>
</tr>
<tr>
<td>Discussion board</td>
<td>Varies; Basic model is easy to use, additions make it more complex.</td>
<td>Weighing trade-offs (See specific uses for different discussion board designs.)</td>
<td>Asynchronous conversation can be hard to follow. Discussions can last a long time, which increases chances of attrition. Text-based, leaves out nonverbals. Irrelevant replies stuck with original comments; new ideas could get buried. Can limit ideas by putting popular ones at the top too early in the process. Can be difficult to read different threads of the discussion.</td>
</tr>
<tr>
<td>- threaded</td>
<td>Easy; comments and replies are grouped</td>
<td>Conversation among participants about different ideas.</td>
<td></td>
</tr>
<tr>
<td>- ranking</td>
<td>Easy; buttons to support or tag comments</td>
<td>Identifying themes and most-supported ideas.</td>
<td></td>
</tr>
<tr>
<td>- mapping</td>
<td>Complex; may require training</td>
<td>Identifying threads of conversation.</td>
<td></td>
</tr>
<tr>
<td>Budgeting Tools</td>
<td>Moderately complex</td>
<td>Weighing trade-offs; Visualizing results of choices</td>
<td>Specificity of the tool could limit its use. Could require that participants have a lot of background information for successful budgeting choices.</td>
</tr>
<tr>
<td>Web Conference (voice/video)</td>
<td>Moderately complex; Possibility of technical issues.</td>
<td>Weighing trade-offs; real time conversation (more nonverbal cues available than chat).</td>
<td>Turn taking can be complicated. Real-time technology may limit people’s availability.</td>
</tr>
<tr>
<td>Wikis</td>
<td>Moderately Complex; Requires some training.</td>
<td>Reframing and action; collaborative writing</td>
<td>Deliberative discussion is not the main goal of this tool. Possibility of technological difficulties, somewhat limited audience due to complexity.</td>
</tr>
<tr>
<td>Virtual Worlds</td>
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</tbody>
</table>
8. **Deliver**

*Once decisions have been made*

- Involve all who can help
- Maintain, monitor & improve

**Best Tools for this Purpose**
PART 2  Group Work  (3-4 people each)

10 m   Discuss what you’ve seen today, your own experiences with such processes, and what if anything might apply to your own work. Focus at this point on purposes and formats from Part II, Convening Citizen to Citizen Conversations, but consider using Part I tools as well.

10 m   With group’s help, consider specific plans related to Part I, 2 or both tools and purposes for further inquiry or possible action
ParticipateDB tracks the tools and services that make up this quickly emerging landscape. Project examples provide insights into the many ways these technologies are being applied in practice. And the resource section collects third-party information for additional context, from product white papers to academic case studies.

ParticipateDB is brought to you by Intellitics, a digital engagement firm based in San José, CA (USA). Launched in September of 2009, the site has quickly grown to become the most comprehensive directory of its kind in the world.

ParticipateDB contains 322 tools, 292 projects and 232 references. There are currently 75 contributors.
RESOURCE CENTER

Access to nearly 3,000 resources… dialogue guides, D&D methods, videos, case studies, evaluation tools, articles, books, programs and more.

National Coalition for Dialogue and Deliberation