

Facilitation Guide

USING THIS GUIDE

The following guide is a companion to the posters and tools that will help you introduce and guide the conversation that your community will have around code enforcement issues.

In the following pages, you will find step-by-step instructions, talking points and tips for encouraging conversation with community members. You can distinguish them this way:

In bold: Step-by-step instructions for leading the activity

In *italic*: Talking points

In bold, *italic*: Talking points that are important to emphasize

DON'T FORGET TO DOCUMENT!

Make sure to document the engagement by taking notes, photos of engagement posters at the end of the event, and photos of the event and participants.

After the event, please take a few minutes to do two things:

Fill out the engagement reportback form at: bit.ly/CitiesRISE-ReportbackForm

Send pictures and raw notes to:
citiesrise.hst@gmail.com

FACILITATION TIPS

Facilitators should encourage discussion among participants, not lead it. The facilitator's role is describe and introduce activities, move the discussion along with prompting questions and answer any questions about the goals and next steps for the engagement. The following are some general tips for facilitating conversations:

- Your role as facilitators is to gather the ideas, opinions, and concerns of the participants.
- Be a neutral listener and curious learner: this is not the time to share personal or professional opinions
- Ask for facts, information, experiences, ideas, and feelings from participants to encourage and build group discussion.
- Create a welcoming environment at your table: Encourage participation from all group members and return to community agreements as needed.
- Keep it moving and don't get stuck on a single idea or concern for too long. If someone has a personal matter that is taking over the conversation, offer to connect with them after or ask another staff member to speak with them on the side.
- Keep track of time – note that there are times in the draft agenda of how long each section should be, make sure you or someone on your team is keeping track of time to ensure you get through all activities.
- Be honest about what you don't know and make sure to follow-up if a participant wants answers – ask to see them after the workshop or direct them to another staff member in the moment, and make sure the issue is captured in the notes.

Introduce the process

1. INTRODUCE THE PROCESS (2 MIN)

Thank you for joining us today. Our organization is hosting this community conversation because we are partnering with the City of _____ as part of Cities Rise project. Through this process, the City is looking at how Code Enforcement can be equitable.

Our organization signed up to get involved in this effort because we want to make sure your voice is heard in this process – so over the next few hours we will be having conversations about your neighborhood and housing situation, and we will be taking notes and photos to give back to the City. All the information collected will be completely anonymous. Our goal is to enable and support the city in tackling problem properties and code enforcement challenges in an innovative way to improve our neighborhoods.

If city staff or other organizations are doing a presentation, it would be part of this introduction.

2. INTRODUCE COMMUNITY AGREEMENTS (2 MIN)

Because we will be sharing personal information, we want to set some Community Agreements that will help make sure our conversation stays productive and respectful. Here are a few suggested agreements:

Respect everyone's opinions – we are not here to debate with anyone. In fact, there are no right answers to the questions we are asking today, so everyone's experience is valid.

1, 2, 3 then me – if you notice you are talking a lot, make sure to let three other people speak before you jump back into the conversation so that we can hear from everyone.

One microphone – please speak one at a time and do not interrupt anyone. Wait until someone is done speaking before offering your opinion. Speak slowly and clearly as people might process information differently, and because we are taking notes!

Be a good listener – we ask that you stay present for the conversation. If you need to be on your phone or make a call, no problem – we ask that you please just step away from the table to be respectful of others.

Keep mindful of the time – we have a lot to cover today, so I may jump in and ask us to wrap up a topic to keep the conversation moving, or if someone brings something up that is not directly connected to the discussion, I may ask us to pause and we can always discuss the issue after the conversation.

3. LEAD PARTICIPANT INTRODUCTIONS AND ICEBREAKER (3 MIN)

We are really looking forward to learning from you and talking together. Let's start by getting to know each other. Please share...

- *Your first name*
- *Preferred gender pronouns*
- *The neighborhood you live in*
- *What is the greatest challenge that you are facing in this community?*

Prioritize Community Needs



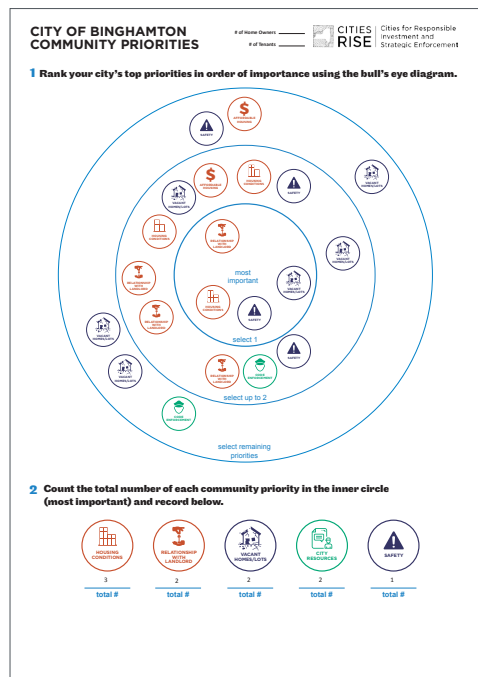
MATERIALS NEEDED

- Printed poster
- Dot stickers
- Sticky notes
- Markers and pens



OBJECTIVES

- Identify which issues (surfaced through Cities RISE or other public engagements) should be a priority for the city to act on.



4. INTRODUCE ACTIVITY (3 MIN)

In this activity, we will be discussing different housing and neighborhood issues (vacancy, building conditions, etc) that have been identified through previous engagements or data. We want to know how you would rank these community issues according to importance or urgency. This information will be helpful to city agencies in developing new processes and programs throughout the Cities RISE process that respond to these issues.

Note: if the 'Understanding Neighborhood Conditions and Challenges' precluded this activity, identify the five main issues that derived from that conversation and ask participants to rank these issues by order of importance by placing the issue stickers on the bulls eye.

Prioritize Community Needs

5. PLACE STICKERS ONTO ACTIVITY SHEET (5 MIN)

Show participants the stickers with the different housing and neighborhood issues and ask them to choose only three issue stickers and place them in order of importance on the bulls eye.

We know that in just about everything in life, we have to make some trade offs about what's most important. In this activity, we want to hear which of all the issues happening in the city YOU consider most important, so that the city knows it is a priority. For this, you will choose three different issues and grab the sticker for that issue. Then you will place each one of the stickers in the target, depending on how important it is for you.

Your top priority will go in the center of the target.

Your second priority will go in the inner ring of the target.

Your third priority will go in the outermost ring of the target.

You can't place all three in the center! There are blank stickers if there is an additional issue you want to add.

Once each participant has placed their three stickers, count the total number of each community priority in the inner circle (most important) and record in Part 2 of the activity sheet.

6. LEAD DISCUSSION (10-15 MIN)

It seems like the most important issues for this group are [mention those in Part 2].

What factors did you consider when evaluating the options for yourself, your community and neighborhood? Why?

Why are these topics the ones that matter the most to you? Why are they the most urgent?

What are your ideas for how this project can address your concern?

What questions or concerns do you have?

7. CLOSE THE DISCUSSION (5 MIN)

If you are doing other activities after this, feel free to skip this step. This could be complemented with closing statements by the city agencies attending.

That was a great discussion! Thank you so much for sharing your experiences with us. Everything we talked together today will be used by the city to make improvements in how they tackle problems in our neighborhoods.

Thanks for coming and we hope that everything that we talked about today has been helpful and you are inspired to continue being involved. Remember that if you have a code enforcement or repair issue, you can always call the Code Enforcement department for assistance.