

Principles

In recent years public engagement scholars and practitioners have joined together to identify some key principles that guide the planning of good public engagement. Two documents to consider are:

The Principles for Engagement project by the US National Coalition for Dialogue and Deliberation (NCDD)

http://www.thataway.org/?page_id=1442

The International Association for Public Participation Core Values for Participation (IAP2)

<http://www.iap2.org/displaycommon.cfm?an=4>

Planning tools

Cities have been at the forefront of developing strategic planning guides and tools for public engagement on a diverse range of policy issues. Key handbooks to consider include:

The City of Edmonton's *Involving Edmonton 2008* handbook for planning public engagement

http://www.edmonton.ca/transportation/Involving_Edmonton_2008.pdf

The City of Portland, Office of Neighbourhood Involvement *Outreach and Involvement Handbook*

<http://www.portlandonline.com/shared/cfm/image.cfm?id=98500>

Methods of engagement

One of the key challenges is finding the right method of engagement for a policy issue or project. Both NCDD and IAP2 have produced matrices that match methods with larger goals of engagement, such as giving information, engaging in dialogue, or sparking collaborative action between citizens and residents.

NCDD's Streams of Engagement framework: http://www.thataway.org/?page_id=1487

IAP2 Public Participation Toolbox: http://www.iap2.org/associations/4748/files/06Dec_Toolbox.pdf

The City of Bristol, UK is on the leading edge in terms of developing an online engagement strategy . Their *E-democracy Handbook* describes a wealth of methods for using new technologies to engage citizens, and describes what circumstances are most appropriate for using each method.

<http://www.bristol.gov.uk/ccm/content/Council-Democracy/Consultations/e-democracy.en;jsessionid=4831CA499AD500E6D7E0385AB8850FCA.tcwwwaplaws3>