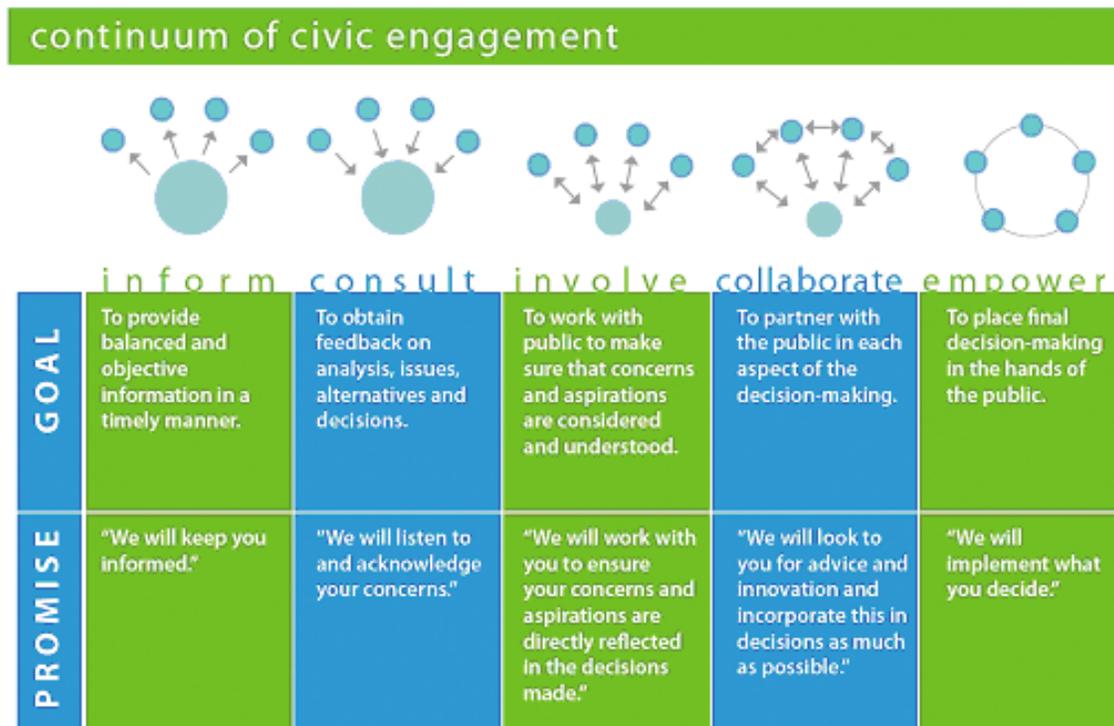


Attachment 1 Examples of Effective Public Engagement Best Practices

http://www.victoria.ca/assets/Departments/Communications/Documents/Civic_Engagment.pdf (has the full spectrum)



<http://app05.ottawa.ca/sirepub/cache/2/ttp2kisra4kxuthu3uguviz0/9736112132015115607173.PDF>

COMMITTEE RECOMMENDATION AS AMENDED
That Council approve:

1. The Public Engagement Strategy and implementation timelines attached as Document 1.
2. That, when the City conducts public consultations, Members of Council are provided with an electronic copy of the full submissions from the public and not simply a staff summary of the comments received.

http://apps.kelowna.ca/CityPage/Docs/PDFs/Communications/2013-01-08_guiding_principles.pdf and <http://apps.kelowna.ca/CityPage/Docs/PDFs/Council/Policies/Engage%20Policy%20-%20No.372%20.pdf> (has the full spectrum)

<http://www.education.vic.gov.au/Documents/about/programs/partnerships/stakeholderengagement11.pdf> This 5 step model like all others starts with "inform" which are the open houses.

http://www.edmonton.ca/city_government/documents/StrengtheningPublicEngagementinEdmonton_July2015.pdf (see thick, thin an conventional engagement on page 15 – Calgary appears to be somewhere in between thin and conventional with their simple open house approach category) – also see the image on page 36, Calgary doesn't follow this approach.

Attachment 1

Examples of Effective Public Engagement Best Practices

http://www.ifc.org/wps/wcm/connect/938f1a0048855805beacfe6a6515bb18/IFC_StakeholderEngagement.pdf?MOD=AJPERES Even the International Finance Corporation has a stakeholder engagement process. The spectrum can be seen on page 13 and here parties are provided with the information. Moreover the figure on page 22 illustrates the components of a “good stakeholder engagement”.

<http://www.slideshare.net/waynedunn/6-best-practices-in-stakeholder-engagement> 6 best practices

<http://www.som.cranfield.ac.uk/som/dinamic-content/media/CR%20Stakeholder.pdf> See page 8 and Figure 1 of this best practice document, I think that Calgary’s Engage process is “crisis management”. Plus the process is the “full spectrum” as shown on Figure 2.

From page 28, one finds that meaningful engagement incorporates the following ideas:

- ❖ a two-way process including exchange of information, research, analysis and opinions between the organisation and stakeholder
- ❖ a commitment and willingness from each side to contemplating changes in behaviour, actions, priorities, organisational structure, staffing, training, product development and interaction with markets.

Figure 14 also highlights some desirable characteristics:

1. Be flexible
2. Allow time to build trust
3. Be open
4. Be realistic
5. Demonstrate clarity of purpose
6. Involve stakeholders in the planning process
7. Field the best people
8. Be prepared for change
9. Engage stakeholders which may include difficult stakeholders
10. Acquire individual and organizational skills