

01. Word Clouds

Whats up?

- 1
- 2
- 3
- 4
- 5

Word clouds is a method of information visualization that organizes keywords about the problem using different sizes or colors according to level of relevance.

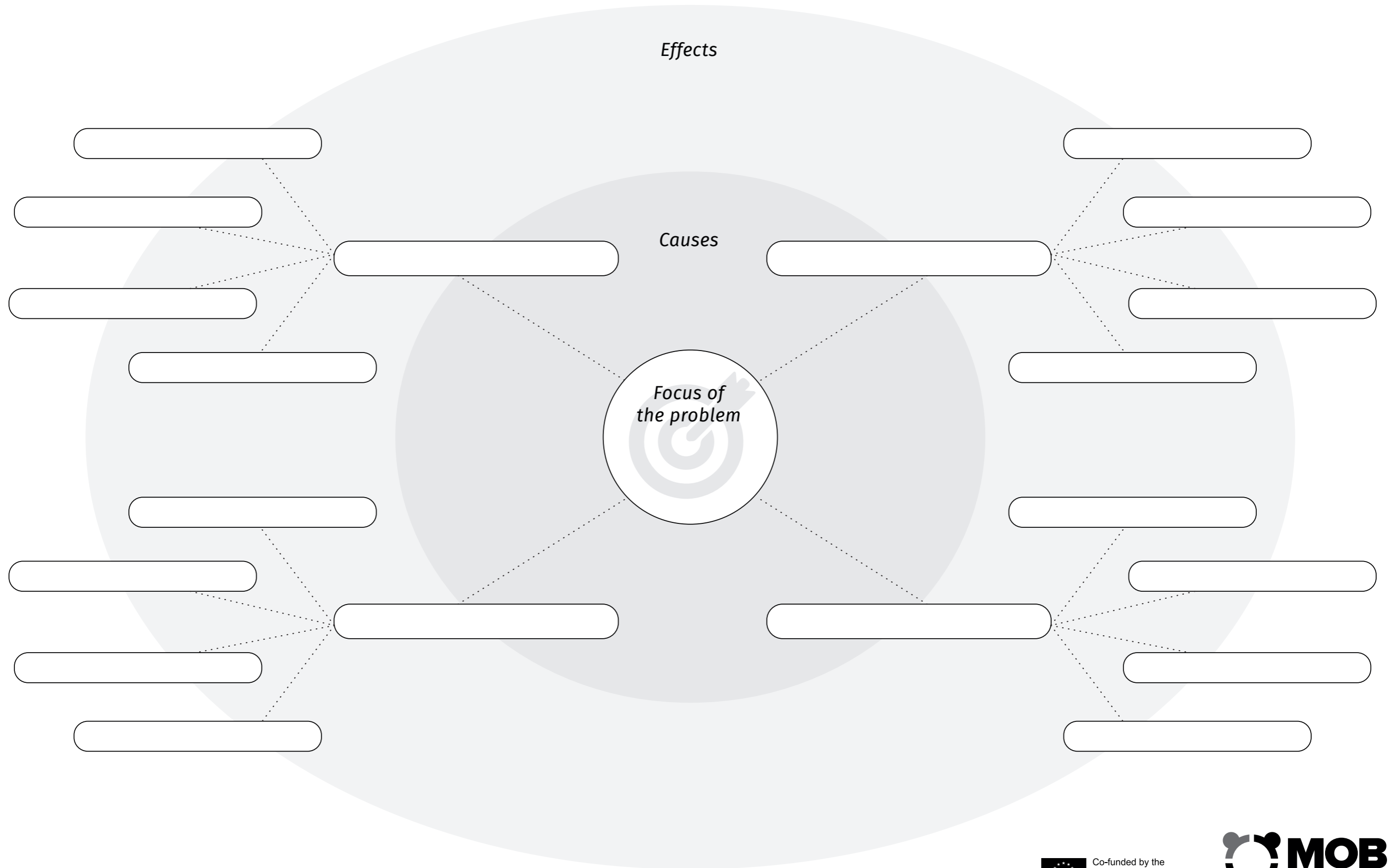
What's up?

*write the main keyword
of the problem here*

02. Thematic Network or Problems Tree

- 1
- 2
- 3
- 4
- 5

Build a thematic network step-by-step, to identify the **effects** and **causes** of a problem. This tool helps to define which of the branches will be the main focus to work on.



05. S.W.O.T.

What's up?

- 1
- 2
- 3
- 4
- 5

Write in a succinct and direct way the main characteristics about the current context of the issue to be solved. This content will guide the next stages of the work.

INTERNAL ORIGIN
(attributes of the organization)

S
Strengths

W
Weaknesses


**Focus of
the problem**

EXTERNAL ORIGIN
(attributes of the environment)

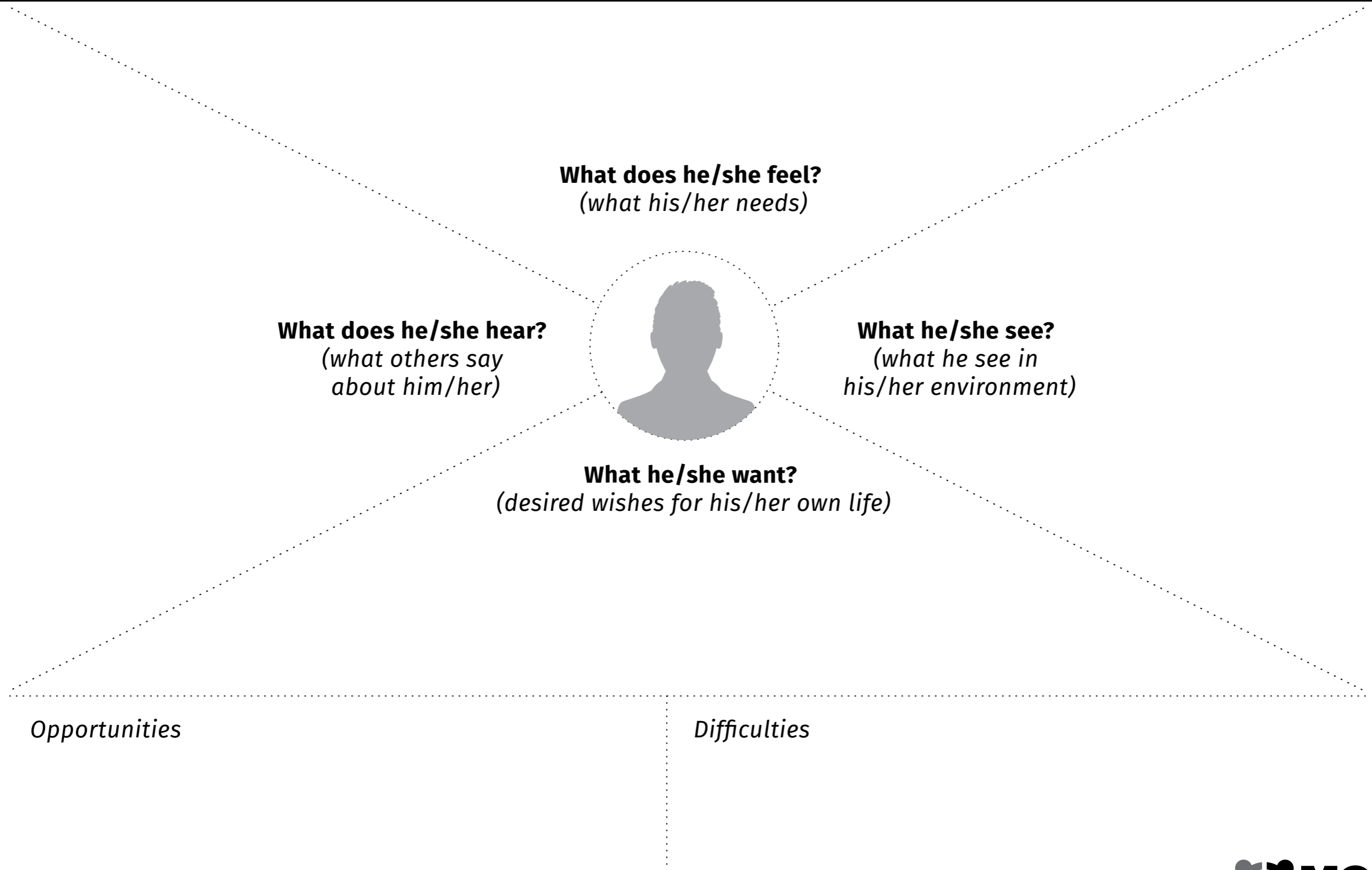
O
Opportunities

T
Threats

04. Empathy Map

- 1
- 2
- 3
- 4
- 5

Empathy maps should be used throughout any process to establish common ground among team members and to understand and prioritize user needs.

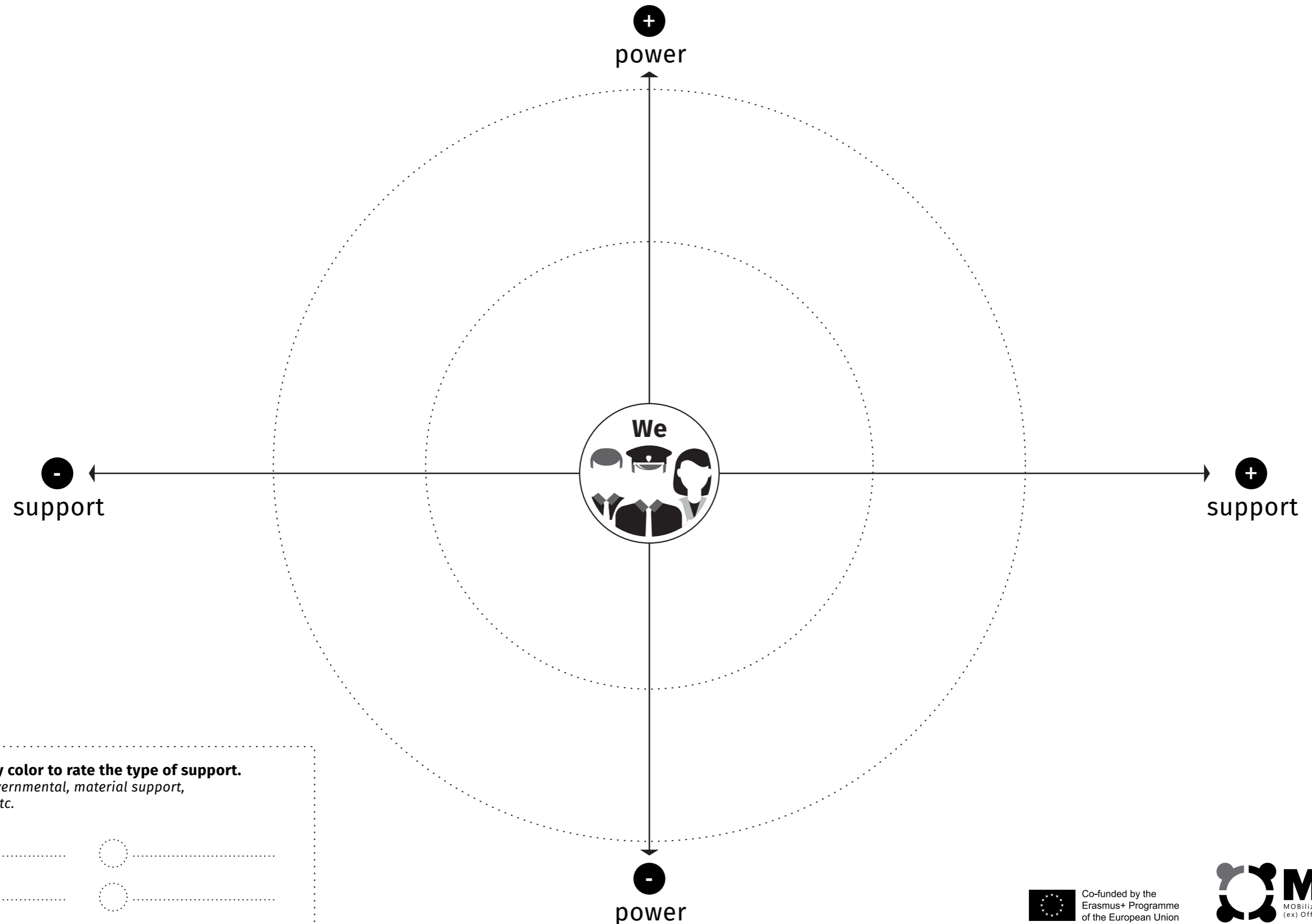


06. Stakeholder Maps

(Who?) support and power

- 1
- 2
- 3
- 4
- 5







What stakeholders do we have the power to mobilize to support us?
 What stakeholders with power should we keep away from us, since they prevent us from getting more support?



07. What? Why? Where? When? How?

- 1
- 2
- 3
- 4
- 5

Once the stakeholders have been revealed, identify what, why, when, where and how they can support them.

 Who?	 What? <i>(objectives)</i>	 Why?	 Where?	 When?	 How?
Stakeholder 1					
Stakeholder 2					
Stakeholder 3					
Stakeholder 4					
Stakeholder 5					
Stakeholder 6					
Stakeholder 7					
Stakeholder 8					
Stakeholder 9					

08. It's Match?

Match CJS' needs and CSO' resources

- 1
- 2
- 3
- 4
- 5

Relate (writing and making lines) the needs of the CJS (Criminal Justice System) with the respective resources of the CSO (Civil Society Organizations). A resource can serve more than one need (and vice versa). As in the dotted example.



CJS' needs



CSO' resources

Vertical list of 10 dotted boxes for CJS' needs.

Vertical list of 10 dotted boxes for CSO' resources.



10. Brainstorming and guidelines

- 1
- 2
- 3
- 4
- 5

Write all ideas in post-its. Ideas can involve topics such as: technologies, needs, existing services, etc. Below are some guidelines for good brainstorming.


FOCUS
on topic

 go for 
QUANTIFY


**BUILD ON
OTHER IDEAS**
"yes, and..."


BE VISUAL


DOING
not talking


conversation
at a time


**defer
JUDGMENT**


encourage
CRAZY
ideas


**THINK
FAST**

11. Solution Definition

Engagement actions

- 1
- 2
- 3
- 4
- 5

Write your possible solution (What?) to the problem in the center.
After identify Why, Who, Where, When, and last How.



How?

12. Collaboration Agreement

Name of the project

Agreement concluded between the following parties: _____

_____ on the one part, 'the coordinator'

and _____ 'the partner'.

What was agreed? _____

Subject matter of objective: _____

Contract duration: _____

Obligations: _____

Allocation of funds: _____

Record Keeping and Reporting - Documents etc _____

Banking Details _____

Ownership and copyright _____

Termination _____

Liability _____

Confidentiality _____

Publicity _____

Modification of agreement _____

Settlement of Disputes and Applicable Law _____

The annexes (if there is, for e.g Financial and contractual rules _____

Others? _____

13. Priorities Definition

- ① ② ③ ④ ⑤

Start by listing the activities/resolutions that should be done by categorizing your level of importance in relation to the categories. After that, add the values. Activities that add up to the greatest number should be a priority. Scores: (1) Few; (2) Medium; or (3) A lot.

Categories



Strategic relevance

Score:



Necessary time

Score:



Impact of the action

Score:



Expertise to implement

Score:

Total:

Resolutions

1.					→	
2.					→	
3.					→	
4.					→	
5.					→	
6.					→	
7.					→	

You can use other categories, such as:
Availability of resources; Ease of implementation/maintenance; Feasibility of intervention

14. Contextual Research Plan

- 1
- 2
- 3
- 4
- 5

Organize the actions of the project. Define inside of timeline various stages, work, sessions, responsible, participants, budget etc. You can use colors to differentiate the activities. In the example below, Activity 1 will occur from day 3 to day 21.



Time

Month 1

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Month 2

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Ex.: Activity 1

Ex.: Activity 2



Activities

Resources to do Activity 1



Resources

Tools to do Activity 1



Tools

Responsibles to do Activity 1



Who
responsibles

other

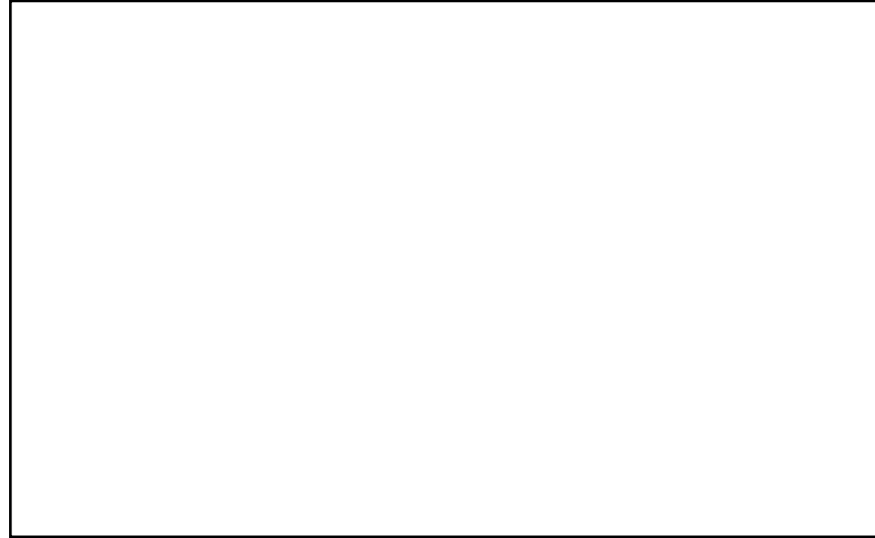
15. Solution Storyboard

(one per solution)

- 1
- 2
- 3
- 4
- 5

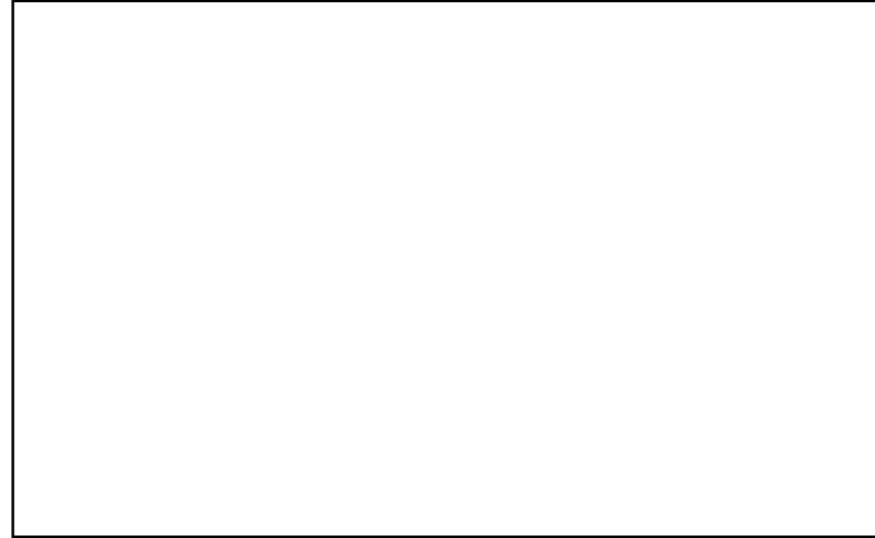
Constructing narratives that explain how system solutions work. It's more important that it helps you fully think through your concept than create something that looks beautiful. Once you're done, act out the Storyboard to your stakeholders for feedback.

Scene:



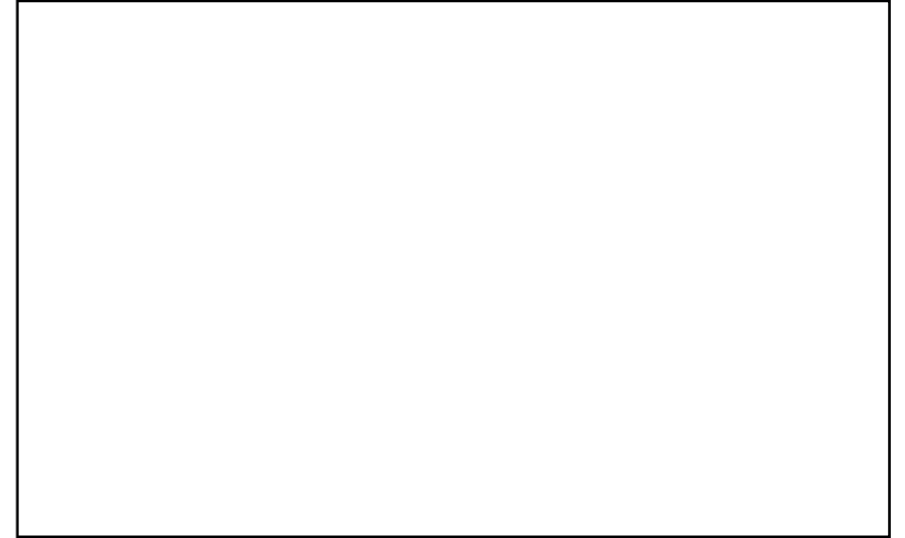
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.....

Scene:



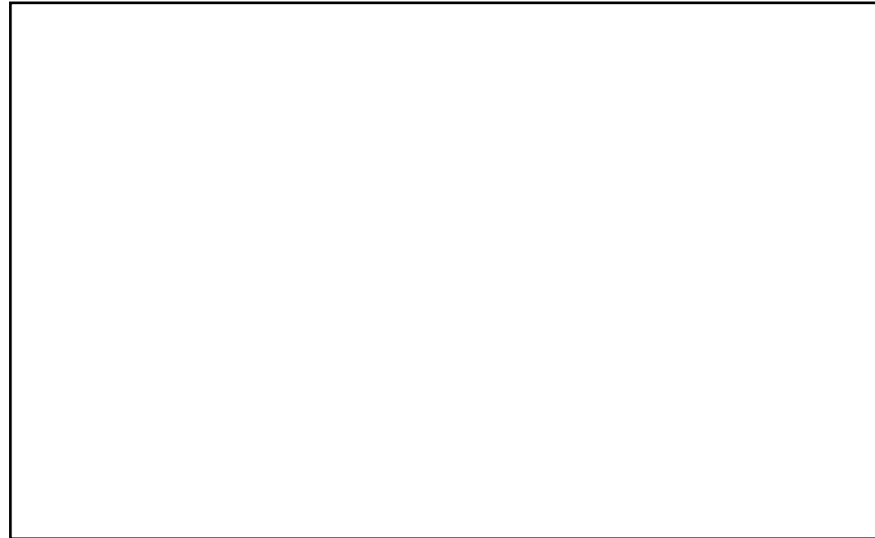
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Scene:



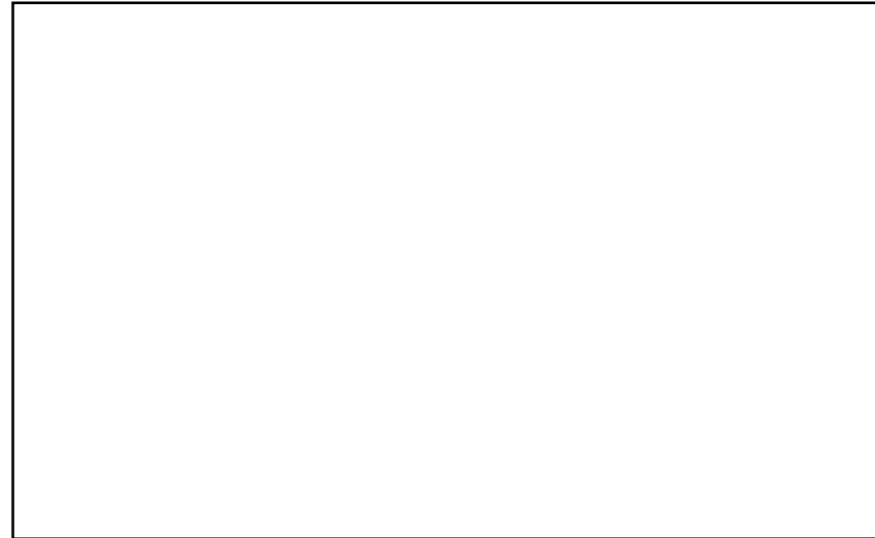
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Scene:



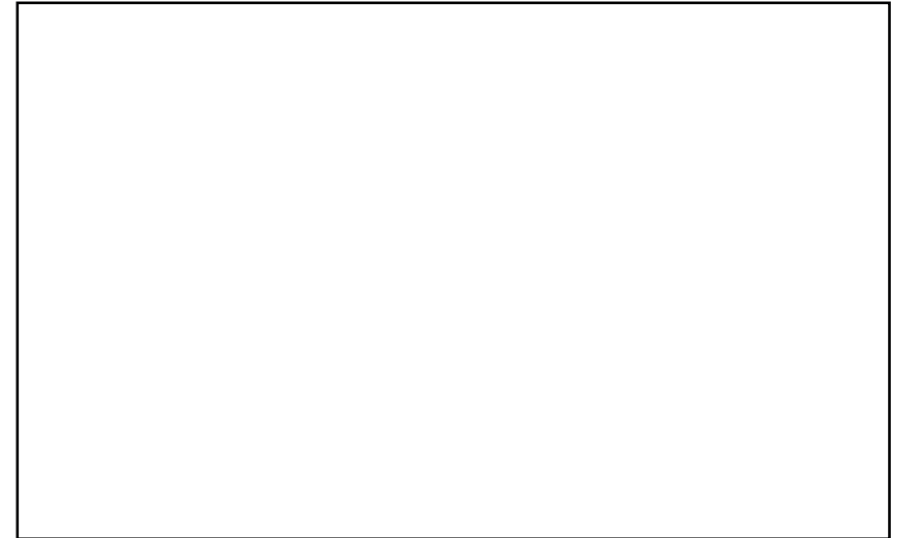
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Scene:



.....
.....

Scene:



.....
.....

16. Checklist for Implementing the Engagement Action

1. IDENTIFY AND PREPARE FOR ENGAGEMENT RISKS

The responsible for the engagement action should identify engagement risks that may include:

- conflicts between participating stakeholders _____
- unwillingness to engage _____
- stakeholder fatigue _____
- balancing weak versus strong stakeholders _____

2. BRIEF STAKEHOLDERS ABOUT ENGAGEMENT

Note: The brief should be sent to named individuals rather than to an organisation well in advance for the action. The information included in the brief should contain:

- the purpose and scope of the engagement _____
- the engagement process and timelines _____
- what kind of contribution is expected from the invited stakeholders? _____
- what kind of benefits are the participants receive? _____
- logistical and practical information about the engagement _____
- the nature of the issues, the risks and opportunities associated with them _____
- how the issues are currently managed within the organisation? _____
- what policies and systems are already in place? _____
- what the organisation can and wants to do about the issues? _____

3. DOCUMENT THE ENGAGEMENT AND ITS OUTPUTS

Note: The Stakeholder Tracker Database shall

- the purpose and aims of the engagement _____
- the methods used _____
- who participated and who did not _____
- the time frame _____
- a summary of stakeholder concerns, expectations and perceptions _____
- a summary of key discussions and interventions _____
- outputs (e.g. queries, proposals, recommendations, agreed decisions and actions)

- others? _____

17. Follow Up

- 1
- 2
- 3
- 4
- 5

To follow the progress of the actions, fill with the stakeholders the results already achieved. The action can be done in a focus group or meeting.



Status
(did, doing or not yet)



Responsible
(or team)



Important
(What needs improvement?
What did not work?)

Activities

1.			
2.			
3.			
4.			
5.			
6.			
7.			

18. Solution Evaluation



Evaluate whether the actions met the proposed engagement goals by assigning satisfaction value to each of them.

Scores: **(1) Somewhat satisfies; (2) Satisfies; or (3) Strongly satisfies**

Actions done

Quality attributes



	ACTION 1	ACTION 2	ACTION 3	ACTION 4	ACTION 5	ACTION 6	ACTION 7	ACTION 8
Ex.: Solve the problem?	Score	Score	Score	Score	Score	Score	Score	Score
Ex.: Promotes the participation of various entities of society?	Score	Score	Score	Score	Score	Score	Score	Score
Ex.: Improve the quality of life of ex-offenders?	Score	Score	Score	Score	Score	Score	Score	Score
Ex.: Is it feasible in time and resources?	Score	Score	Score	Score	Score	Score	Score	Score
Ex.: Improve the relations of the justice system with society?	Score	Score	Score	Score	Score	Score	Score	Score
	Total:	Total:	Total:	Total:	Total:	Total:	Total:	Total:

19. Engagement Evaluation

- 1
- 2
- 3
- 4
- 5

Answer the four questions to assess the level of engagement.

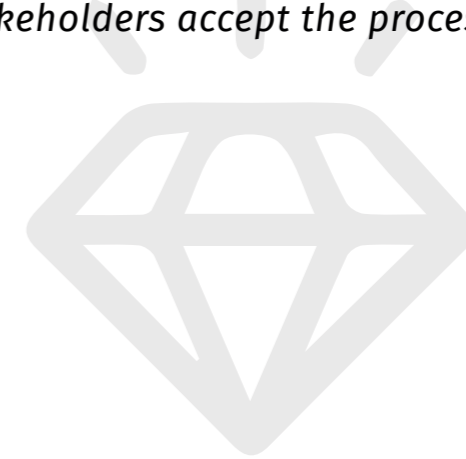
Process

*how was the engagement?
(design and implementation)*



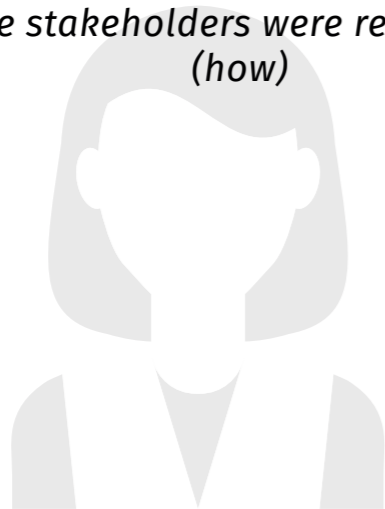
Appropriateness

*was the engagement
appropriate and how well did the public and
stakeholders accept the process?*



Reach

*the stakeholders were reached?
(how)*



Outcomes

*were the intended outcomes of the
engagement process achieved?*



21. Checklist for Engagement Report



1. QUANTITATIVE INDICATORS MAY INCLUDE:

- The number of people involved _____
- Growth rates _____
- Resources _____
- Prices _____
- Level of stakeholder group participation _____
- Level of stakeholder satisfaction, opinion _____
- Update of activity inputs, e.g. loans, school enrolment, children vaccinated, etc. _____
- Adoption of activity outputs, e.g. technologies, manuals, newsletters, guidelines, etc. _____
- _____
- others? _____
- _____
- _____
- _____

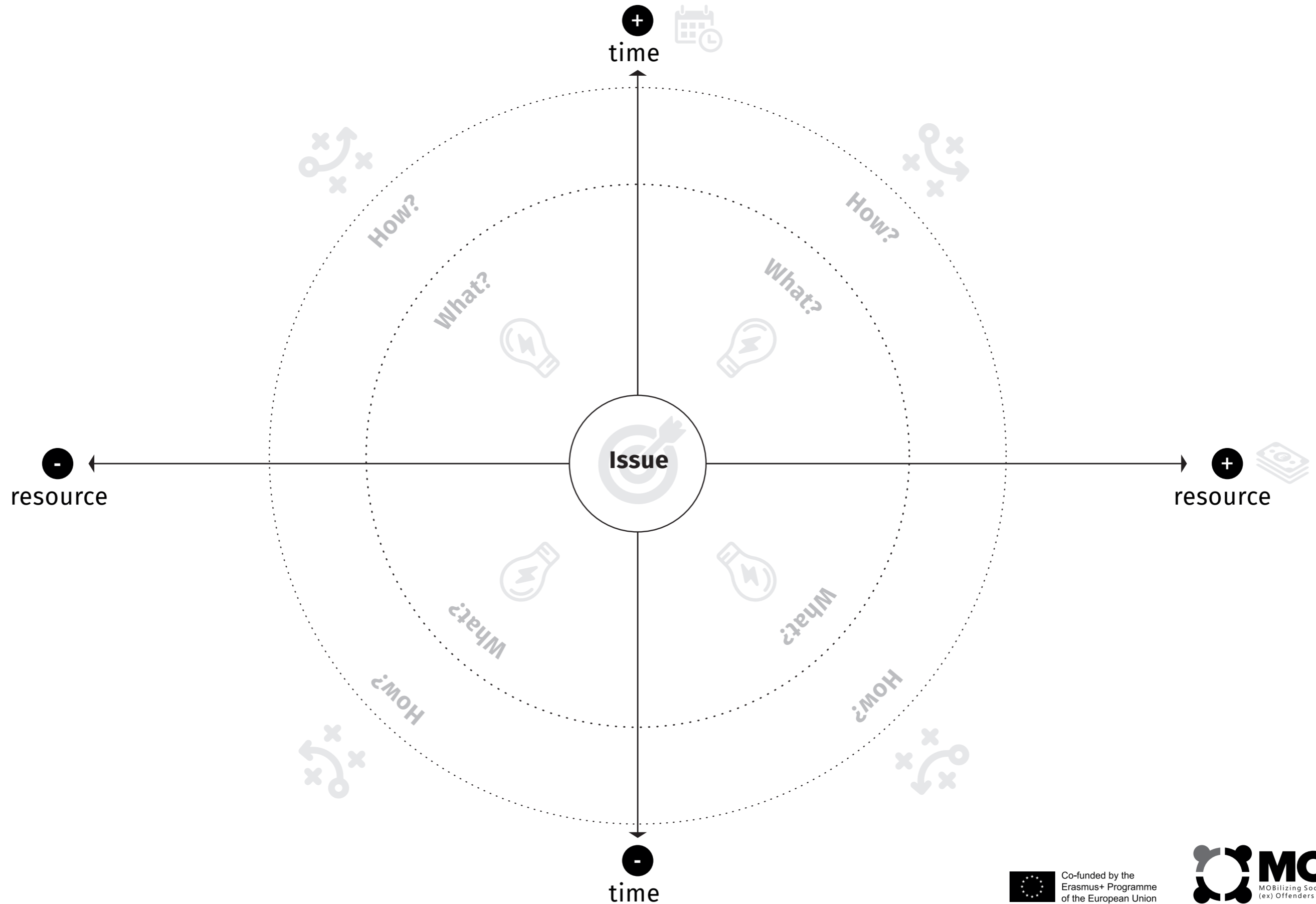
2. QUALITATIVE INDICATORS MAY INCLUDE:

- Attitude changes _____
- Emergence of leadership _____
- Ability to self-monitor _____
- Improvements in solidarity _____
- Behavioural changes _____
- others? _____
- _____
- _____
- _____
- _____

23. Scenarios through map of polarities

- 1
- 2
- 3
- 4
- 5

Is a method to support decision making, allowing for dialogue and knowledge sharing among stakeholders. Through the map of polarities "resources vs. time" (or others polarities), you can create 4 scenarios to decide which one to choose. Each scenario created should show what the idea (What?) and how it will be done (How?).



24. Registration of Meetings

- 1
- 2
- 3
- 4
- 5

Tool to record the evolution of the engaging process. First identify the activities to be done or endorsed. In the sequence point your progress within the listed items.



Status



Timelines



Local



Responsibles



Tools



Resources



Notes importants

Activities

1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							

Meeting number:



Date and place:



Participants of the meeting:



Co-funded by the
Erasmus+ Programme
of the European Union



Techniques

01. Word Clouds	1	2	3	4	5		
02. Thematic Network	1	2	3	4	5		
03. Contextual Inquiry	1	2	3	4	5		
04. Empathy Map	1	2	3	4	5		
05. S.W.O.T.	1	2	3	4	5		
06. Stakeholder Maps	1	2	3	4	5		
07. What? Why? Where? When? How?	1	2	3	4	5		
08. It's Match?	1	2	3	4	5		
09. Study Cases	1	2	3	4	5		
10. Brainstorming	1	2	3	4	5		
11. Solution Definition	1	2	3	4	5		
12. Collaboration Agreement	1	2	3	4	5		
13. Priorities Definition	1	2	3	4	5		
14. Contextual Research Plan	1	2	3	4	5		
15. Solution Storyboard	1	2	3	4	5		
16. Checklist for Engagement Action	1	2	3	4	5		
17. Follow Up	1	2	3	4	5		
18. Solution Evaluation	1	2	3	4	5		
19. Engagement Evaluation	1	2	3	4	5		
20. Focus Group	1	2	3	4	5		
21. Checklist for Engagement Report	1	2	3	4	5		
22. Cross-fertilization	1	2	3	4	5		
23. Scenarios	1	2	3	4	5		
24. Registration of Meeting	1	2	3	4	5		

Legends:

PHASES:

- 1** Mapping Needs
- 2** Identify, Classify & Match
- 3** Engagement
- 4** Performing
- 5** Evaluate, Report & Renew

ASSOCIATED WORKLOAD:

Short
20min - 1h

Medium
1h - 3h

Long
3h or more

TECHNIQUES RELEVANCE:





Mandatory

Optional



Our Methodology for Community Engagement

Team:

	 Techniques	 Objectives	 Associated Workload	 With Whom?	Done <input type="checkbox"/>
1 Mapping Needs	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2 Identify, Classify & Match	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3 Engagement	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4 Performing	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5 Evaluate, Report & Renew	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>