mijn participatie dagboek

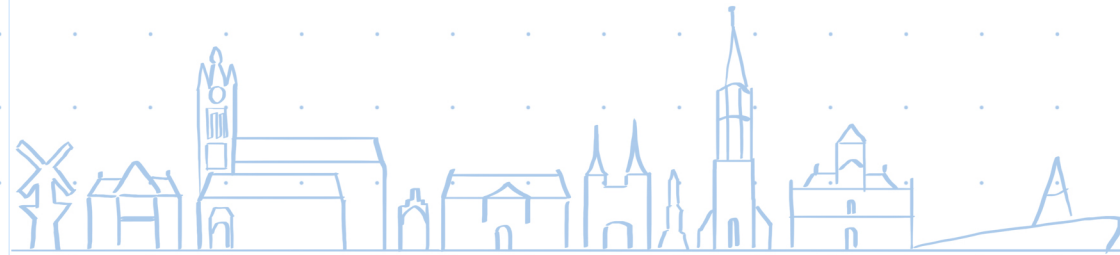Delftenaren maken de stad

mijn participatie dagboek

Delftenaren maken de stad

name : _____

project : _____

team : _____

_____

_____

_____

how to use it?

Read this to know how to get maximum benefits from this journal!

New project = New journal
We recommend that you use a one journal per project so that it is easy to document the process

Allow the tools to guide you
The five tools in this journal can help you to get the most of the participation process

Write, draw or scribble away
This is your personal journal so feel free to write and capture all your notes and thoughts in detail

Discuss and grow
Use team gatherings and meetings to discuss your findings and reflections

Document easily
Download the mijn participatie app to reap maximum benefits of this journal

Scan me!

what's in here?

This journal contains five diffferent tools to guide and prompt you during the course of your project. We hope to make working with a participatory approach a lot easier and enjoyable!

1
Stakeholder Mapping

2
The art of interviewing

3
Making assumptions explicit

4
Humanizing needs

5
Reflect, reflect, reflect

and lots and lots of space for to capture all your notes and thoughts in as much detail as you like!

1

Do it yourself

2

Set the scene

3

In conversation

Stakeholder mapping

3 tools

4

Good agreements

Art of interviewing

1 tool

Humanizing needs

1 tool

Making assumptions explicit

2 tools

1 tool

Reflect, reflect, reflect

7

Evaluate

6

Work out

5

Share

Reflect, reflect, reflect

1 tool

8

Document

9

Submit

Mijn participatie journal

1 stakeholder mapping

> "Stakeholder" includes everyone that has something to contribute to and/or benefit from the project

what?

1.1 Connect the dots
Encourages your individual thought process of considering who are all the stakeholders that will be impacted by the project

1.2 Find the balance
Allows you to reflect on the map created and thinking about how the needs of all stakeholders should be prioritized

1.3 Decide who matters
Helps you to prioritize with the team on who are the core stakeholders for the project

why?

↳ Identify your key stakeholders

↳ Be in alignment with the team

connect the dots

Use this space to note down the stakeholders for your project. Your stakeholders are the ones that are most impacted by the project and whose opinions can influence the direction of the project. So write away, connect the dots and feel free to add more as you go!

Hi! I'm important!

I have so much to share on this matter
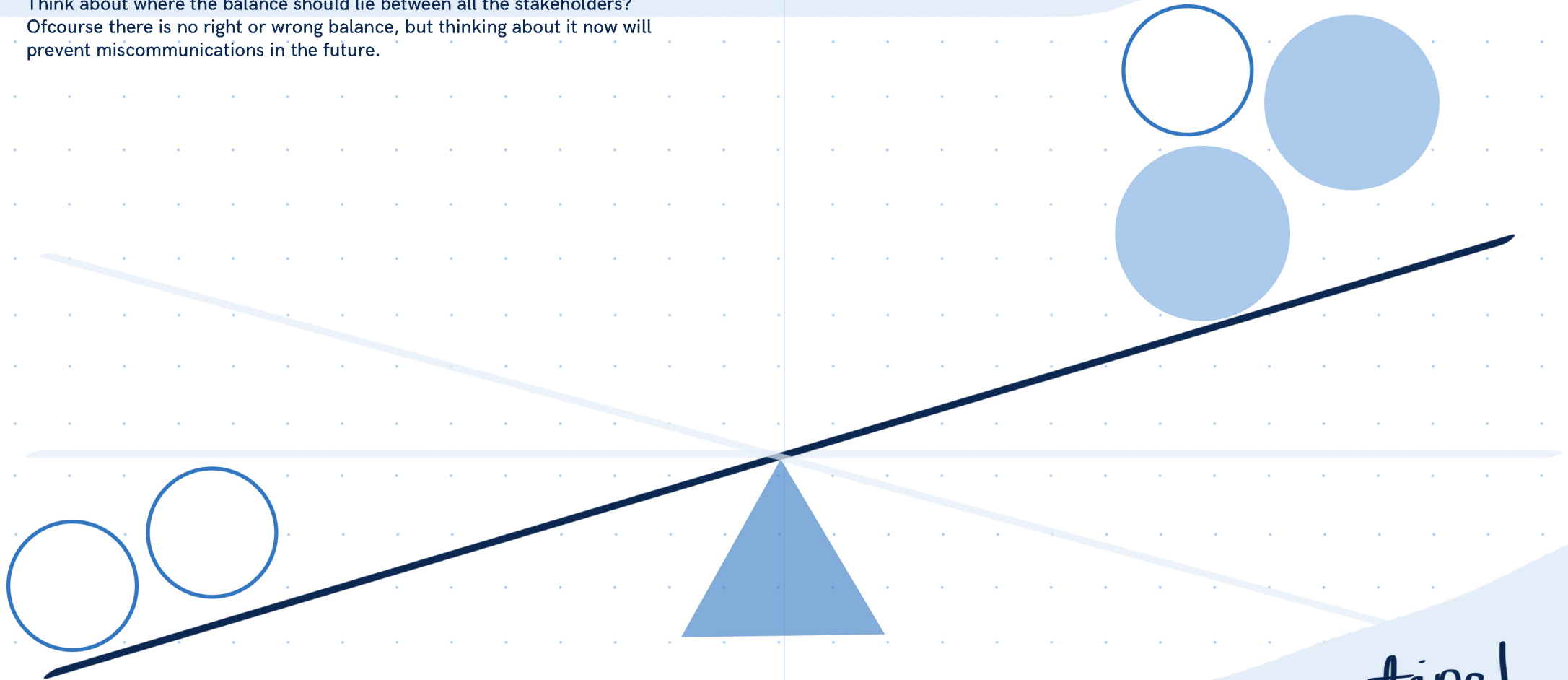
I care a bit less than others

find the balance

Think about where the balance should lie between all the stakeholders?
Ofcourse there is no right or wrong balance, but thinking about it now will
prevent miscommunications in the future.

tips!

Who is going to be affected the most by this project?
Who can influence the decision?
Which way does the power lie?
What works in the best interest of this project?

decide who matters ?

And now, what does the team think? Who are the most important stakeholders agreed upon by the team?

→ draw them!

notes/comments/discussions

2 art of interviewing

> " Human stories have the power to bring about change

what?

2.1 Golden rules

Here you will see a list of golden rules or best practices that can help you during your interviews with your stakeholders.

These golden rules hope to be a source of inspiration to encourage you to go out on the streets and talk to people.

why?

→ Gain confidence and excitement to go out and talk to people!

→ Capture meaningful insights

art of interviewing

Talking to people can be a lot of fun, and very useful too! Dont believe us? Just keep these golden rules in mind.

1 Comfort first
Choose a comfortable, non intimidating setting. This means avoid using the Gemeente office as a space for this.

2 Why should I share with you?
Explain the purpose of the interview clearly and honestly. This includes mentioning how long the interview will take, how you plan to record the session etc.

3 Privacy is not a buzzword
Make sure to address the terms of confidentiality. If a person is opening up to you, they need to know their words will not be misused.

4 My opinion matters
Tell them what you plan to do with the insights. Be honest and reiterate point number 3.

5 We are here for you
Let them know how they can get in touch with you later if they want to.

Golden rules

6 Let's get this conversation started
Make sure the questions you ask are open ended. This means avoiding questions which can elicit a yes/no answer.

7 What do you mean?
Let people talk in their own words. Knowing their vocabulary is a great insight!

8 What's on your mind?
Be neutral with your questions. Avoid using words that can influence their answer. Keep in mind, what is obvious to you may not be so obvious to them.

9 Have fun!
It is important to enjoy these conversations, to try to immerse yourself in the stories and experiences of your stakeholders.

3 making assumptions explicit

> " Assumptions are not necessarily right or wrong, but they have the ability to affect the outcome of a project

what ?

3.1 What I think
Space for a moment of individual reflection to write down any assumptions you might consider regarding the problems faced by the stakeholder.

3.2 What they told me
Space for capturing the main insights received after speaking with the users. Here you are encouraged to upload these to the app by scanning the QR code so that the team can have an overview of all insights.

why?

→ Learn by contrast how our assumptions are often far from reality

→ Step into the interviews with an unbiased perspective

→ Be encouraged to engage with stakeholders more often

what I think

Before you go to talk with your stakeholders, write down all the things you assume they are going to say. This helps to have an open mind while talking with them and will make the process a lot richer
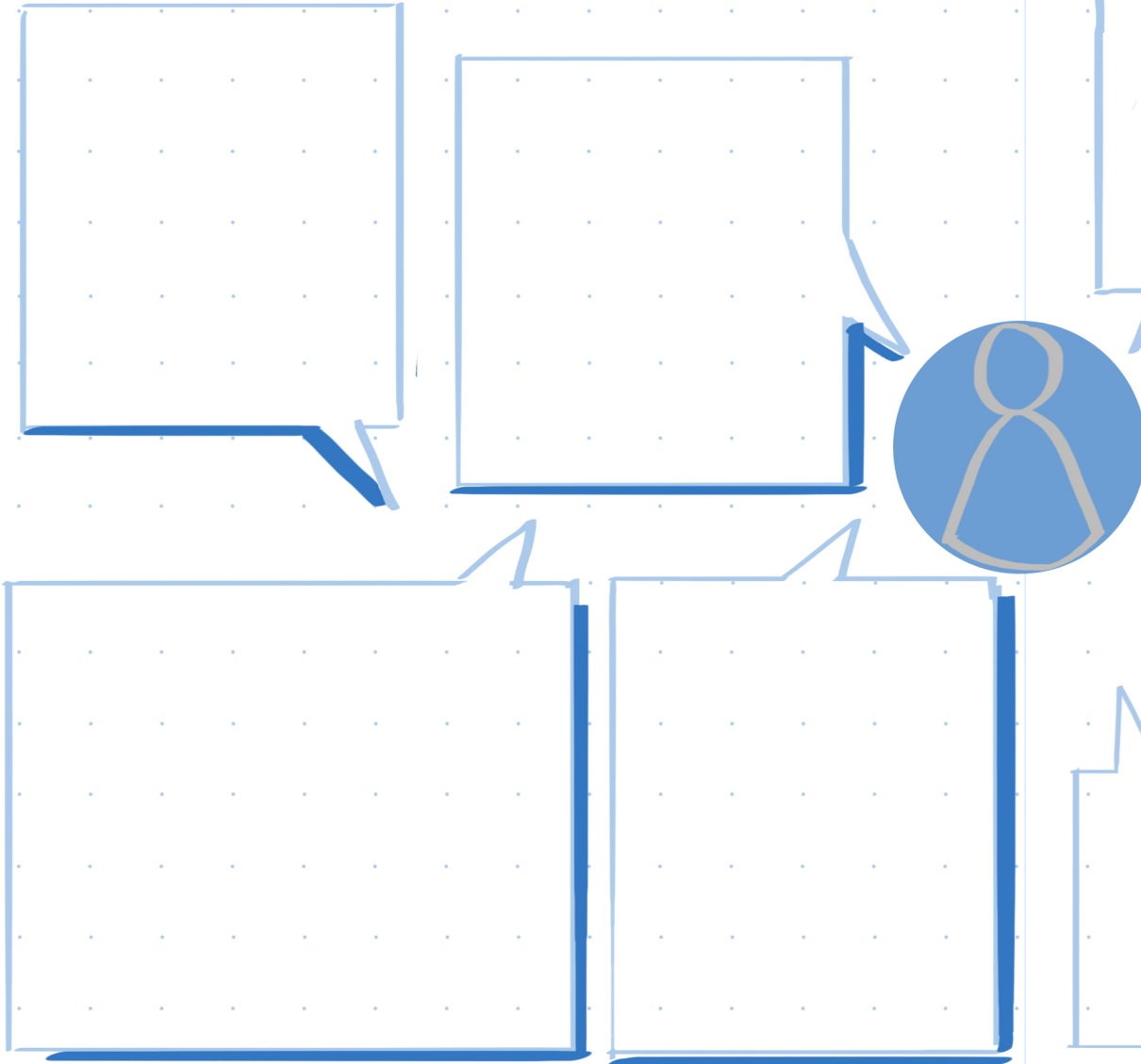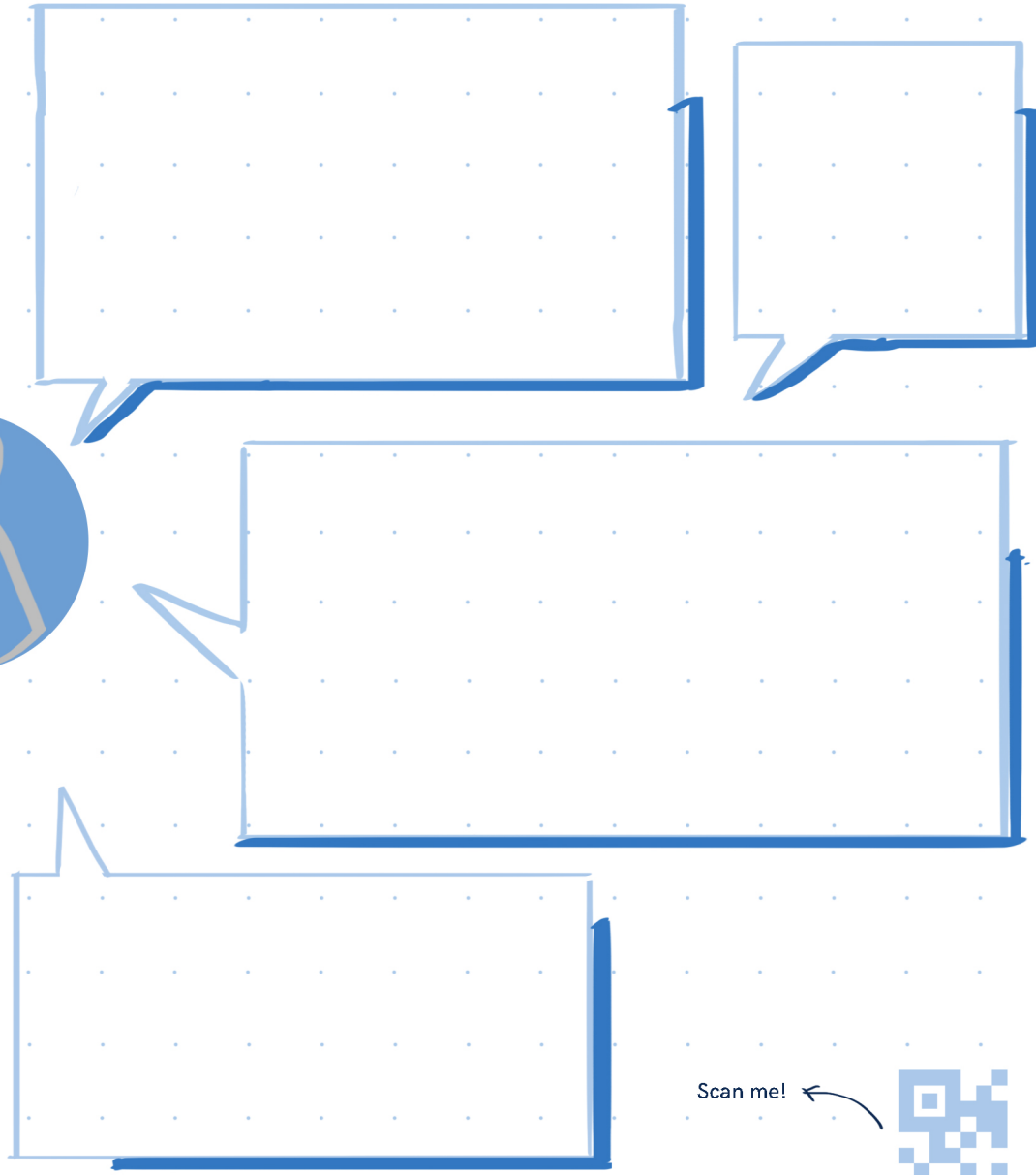
Making assumptions explicit

I guess the problem is

what they need might be

I believe....

i think....
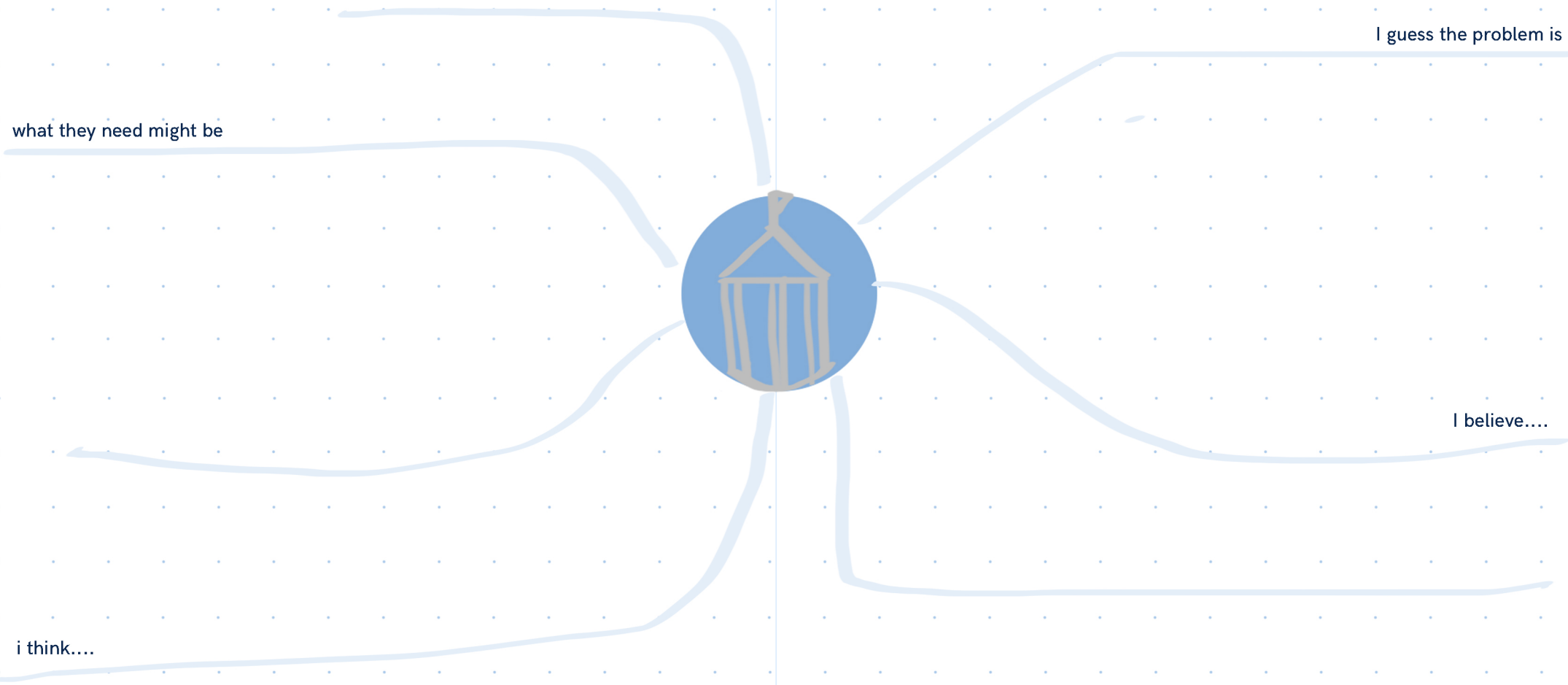
what they told me

Use this space to capture all the insights. Feel free to organize them by person or by a particular theme that was interesting. What is important is that you note down all the interesting insights to share with your team!

Making assumptions explicit

Scan me!

4 humanizing needs

> "Personas" are not real people, but instead hypothetical archetypes of actual people that are defined not by their personal traits but instead by their goals

what?

4·1 Personas
Here you will find a template to fill out the needs and goals of your stakeholders based on all your interviews. These personas can be helpful to communicate internally with the team and will guide the decisions and outcomes.

why?

→ Synthesize and understand the insights collected from interviews

→ Communicate the stakeholder needs easily within the team

→ Guide the decisions and evaluations of outcomes

personas

Now that you have spoken to people, it will be nice to translate these insights into something that can influence project decisions. Feel free to fill this out on your own or during a discussion with your team!

draw them!

needs:

name:

personal background:

professional background:

interests:

behaviours:

values:

aspirations:

notes/comments/discussions

So what are personas?
↳ Personas are not real people, but instead a hypothetical collection of values important to your stakeholders.

↳ They are defined not so much by their personal traits but instead by their goals.

↳ By translating your insights into personas, you humanize these goals and always know who you are talking about.

5 reflect, reflect, reflect

> " We don't learn by doing. But rather by reflecting on what we have done

what?

5.1 **Challenges**
You can use this tool to reflect on the challenges faced during the process and the way of working.

5.2 **Celebrations**
Use this space to reflect on and celebrate what went well during the process.

Here you are encouraged to upload these to the app by scanning the QR code so that the team can learn from each other.

why?

↳ Shared learning from the team

↳ Uncovering better ways of working and using the process to your advantage

↳ Continuously improving the process that suits your personal way of working

Reflect, reflect, reflect

Use this space to reflect on the challenges and learnings gained during the process. Remember, this is your personal journal so be as honest as you can!

Low — High
Engagement

Low — High
Efficiency

Low — High
Engagement

Low — High
Efficiency

Use us!

Low — High
Engagement

Low — High
Efficiency

Low — High
Engagement

Low — High
Efficiency

Scan me!