mijn participatie dagboek
Delftenaren maken de stad
**How to Use It?**

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

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

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

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

4. **Discuss and grow**
   - Use team gatherings and meetings to discuss your findings and reflections.

5. **Document easily**
   - Download the mijn participatie app to reap maximum benefits of this journal.

**What's in here?**

This journal contains five different 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!
Stakeholder mapping

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

**what?**

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

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

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!
find the balance

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

1.2
Stakeholder mapping

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

draw them!

____________________

____________________

____________________

____________________
2 art of interviewing

Human stories have the power to bring about change

what?

Golden rules

2.1

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! Don't 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.
Assumptions are not necessarily right or wrong, but they have the ability to affect the outcome of a project.

**what?**

**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.

**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
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.

I guess the problem is

what they need might be

I believe....

what I think

3.1
Making assumptions explicit

Delfts Doen In gesprek
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!

3.2
Making assumptions explicit
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?

Personas

4.1 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
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!

### 4.1 Humanizing needs

**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.
We don’t learn by doing. But rather by reflecting on what we have done.

**what?**

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

**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**
- **Continously 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!