Democracy & Engagement
Coming to Life

Experimenting, Learning, Adapting

QIISP
August 24, 2016
Focus is the City

• Over 80% of Canadians live in cities

• Cities are engines of innovation

• Global migration

• Local engagement has micro and macro applications
Citizens as Co-Producers

NOT
Consumers or Clients
Citizen Spaces
~community making meaning together

- Give voice to issues
- Issue literacy
- Governance literacy
- Soft/transferrable skills experiences
  - Collective ethos from dialogue
  - No easy answers
  - Shared sense of purpose
  - Name community assets
Grow the appetite for government and public institutions to deepen their engagement practices

- Balance expert knowledge & citizen knowledge
- Genuine curiosity
- Synergy between government work and citizen work
- Respect
- Trust
- Open Mindedness

government
citizens
Collective learning for collective potential

- Deep listening – empathic & generative
- Failure is an option
- Interweave informal and formal deliberation
Challenges?

- Uncertainty
- Lack of resources
- Attack
- Usual suspects
## Ways forward for Social Policy

### ~Flip the Process~

<table>
<thead>
<tr>
<th>Processes &amp; Mechanisms</th>
<th>Why?</th>
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</thead>
<tbody>
<tr>
<td>• Appreciative Inquiry</td>
<td>• Sensing, listening, thinking, &amp; learning together</td>
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<tr>
<td>• Storytelling &amp; editing</td>
<td>• Busting barriers</td>
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<tr>
<td>• Experiences into other possibilities</td>
<td>• Bridging connections</td>
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<tr>
<td>• Immersive Learning</td>
<td>• Leaving assumptions behind</td>
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<tr>
<td>• Prototyping</td>
<td>• Understanding motivation</td>
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<tr>
<td>• Role Modeling</td>
<td>• Changing behavior</td>
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Mind Shift
Heart Shift
Conversation Shift
Relationship Shift
Outcome Shift
Thank you

www.citizensacademy.ca