

Core Principles for Open Dialogue Initiatives

INITIAL DRAFT



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FORUM 2016

Four Themes

Acknowledge
the
Community



Focus on
Impact and
Outcomes



Emphasize
Transparency
and Evidence



Embrace
Innovation and
Transformation



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1- Acknowledge the Community

- **Right fit**
Engagement processes are not one-size-fits-all. Different types are suited to different tasks. When choosing a process, the type should fit the task.
- **Inclusive**
The range of people and organizations involved should reflect and fairly represent the diversity of views and interests around the topic. Where possible, digital, online and other innovative tools should be used to help people contribute when and where it makes sense to them.
- **Open and respectful**
Governments and participants alike should be forthright about their views, while expressing them in a respectful way. A participant should be willing to listen to others and express themselves with courtesy.
- **Accessible**
Barriers to participation should be prevented to ensure people of all abilities, locations and backgrounds can access open dialogue opportunities.



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2- Focus on Impact and Outcomes

- **Relevance and scope**
The relevance, goals and objectives, scope and constraints of an engagement should be clear from the start. Participants need to know what is on the table and what is not, and the impact of their participation.
- **Trustworthy**
Before a process is launched, government should explain how it will deal with the findings. After a process is finished, government should report back to about the outcomes and explain how public input was used.
- **Measurement**
Governments and participants should continuously monitor the results of public engagement processes and be responsive to feedback and open to adjustment to ensure objectives are met.



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3- Emphasize Transparency and Evidence

- **Informed**
Relevant documents and information should be made available to participants and be welcomed when introduced by participants.
- **Transparent**
The rationale for decisions arrived at through the process or as a direct result of it should be fully explained and openly shared, and in a timely way.
- **Publicized**
Governments should take steps to inform the public about engagement opportunities that may be of interest to them through a variety of promotional tools and channels.



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4- Embrace Innovation and Transformation

- **Innovative**

Governments should be committed to continuous improvement in public engagement. They should experiment with new methods and tools—especially digital tools—to build capacity and to increase the reach, convenience and depth of engagement processes.

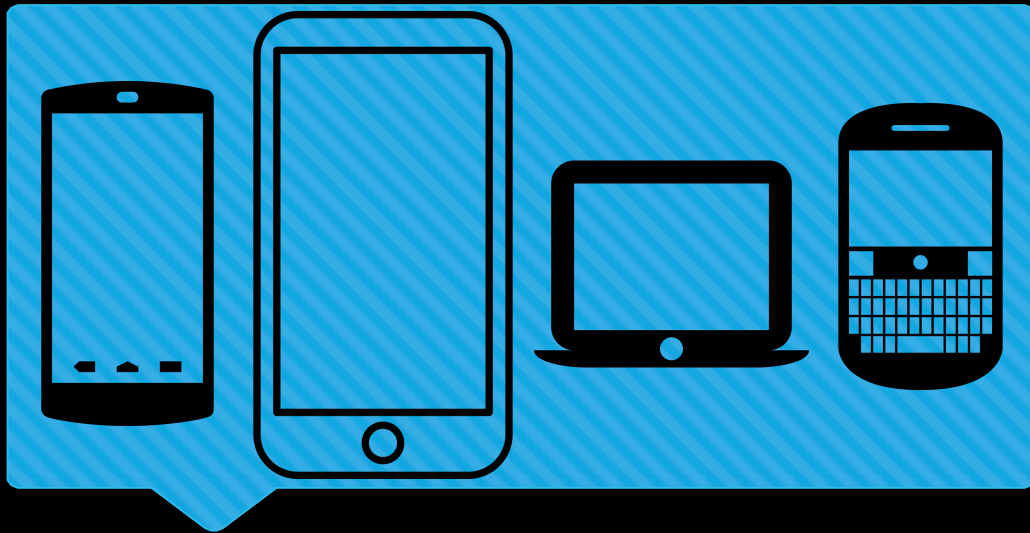
- **Transformative**

Governments should strive to instill a culture of openness, dialogue and collaboration within the public service.



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OPENAsk - Some results so far

In ensuring an effective open dialogue initiative, governmental and public perspectives rank the importance of our four core themes the same way.

Government

Rank	
1.75	• Acknowledge the community
2.22	• Focus on impacts and outcomes
2.66	• Emphasize transparency and evidence
3.38	• Embrace innovation and transformation

Public

Rank	
1.50	• Acknowledge the community
2.37	• Focus on impacts and outcomes
2.52	• Emphasize transparency and evidence
3.62	• Embrace innovation and transformation



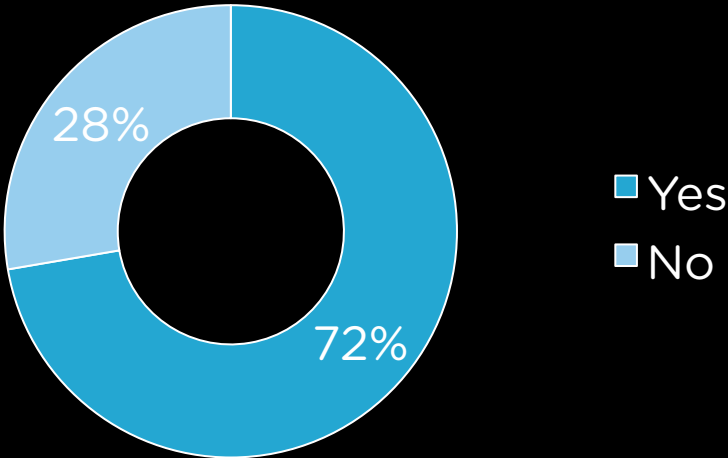
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OPENAsk - Some results so far

Which perspectives are we hearing?

Are you yourself a public servant?



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OPENAsk - Some results so far

What risk factors can make public engagement initiatives ineffective?
Please rank the following risk factors from biggest threat to smallest:

Rank	Risk Factor
1.88	• Inability or unwillingness of consulting organization to follow-through on results
2.45	• Unreasonable expectations for the impact of the initiative
2.56	• People fail to engage in the initiative
3.10	• Conversation strays outside of scope



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OPENAsk - Some results so far

What do you think is the most compelling reason to participate in an engagement exercise?

To influence outcomes and make positive change 53

To ensure your voice is heard on matters that effect you 20

3 Something else...

0 To fulfill democratic responsibility to participate



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OPENAsk – Your ideas

- 71 ideas (and counting...)
- *“Change the executive incentive structure - reward actual outcomes, reward informed risk taking.”*
- *“Define the rules of a 'safe to fail' environment for the public service.”*
- *“The active, sustained participation of senior and elected leadership”*
- *“make DMs and ADMs attend this conference”*



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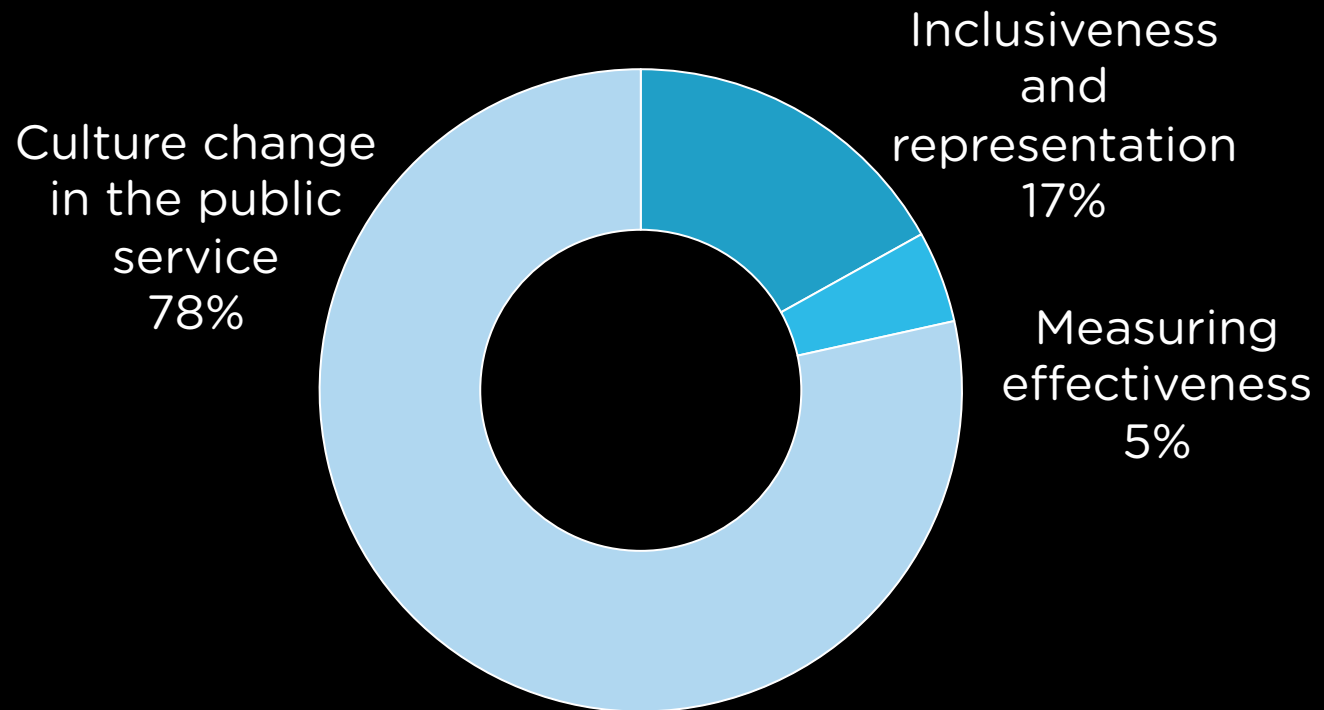
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OPENAsk - Your ideas

What theme does your idea address?

Where is change most necessary?

What do we have ideas on how to solve?



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OPENAsk - Themes emerging

Leadership

Empowering public servants

Role of industry

Feedback loops

Choice of tools

Freedom to fail

Political aspects and implications

Incentivizing senior management

Measurement

Partnerships

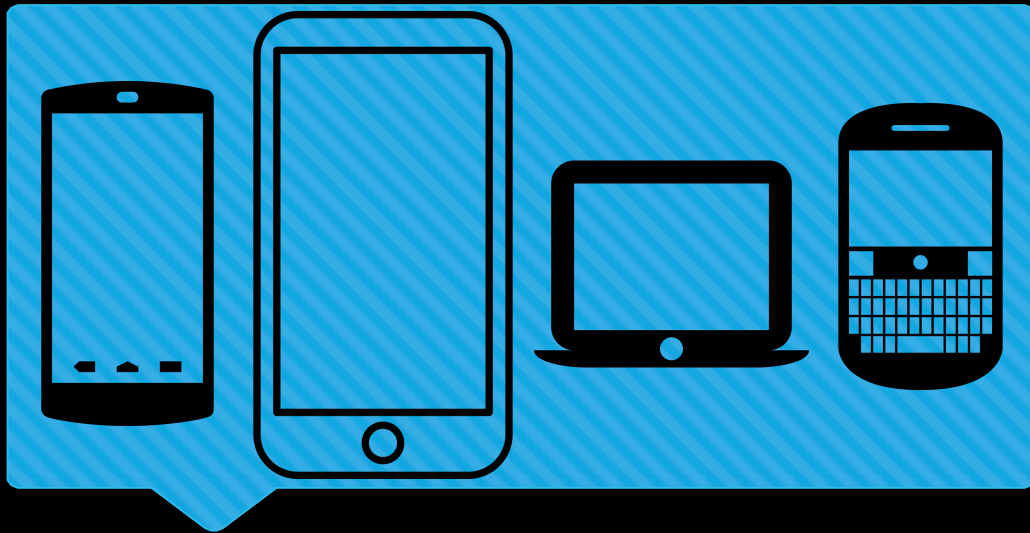
Sustainability of approaches

Defining open dialogue



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Table Discussions - 30 minutes

How can we further improve the core principles?

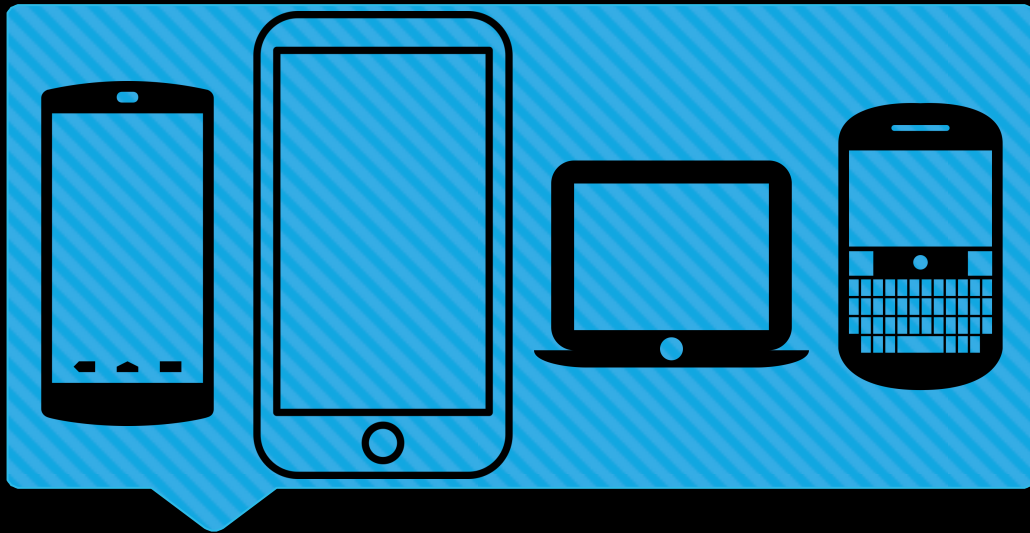


- Comments
- Proposed changes
- Actionable suggestions

} Include rationale



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OPENAsk - What scares you?

Culture

Not enough resources

Negativity

Expectations

Willingness to follow through

Information used improperly

Inauthenticity

Lack of understanding

Capacity to be truly transparent

A few loud voices drive the agenda

Egos

Lack of meaningful action



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Where do we go from here?



Lynn Smith
@TLSLovesLife



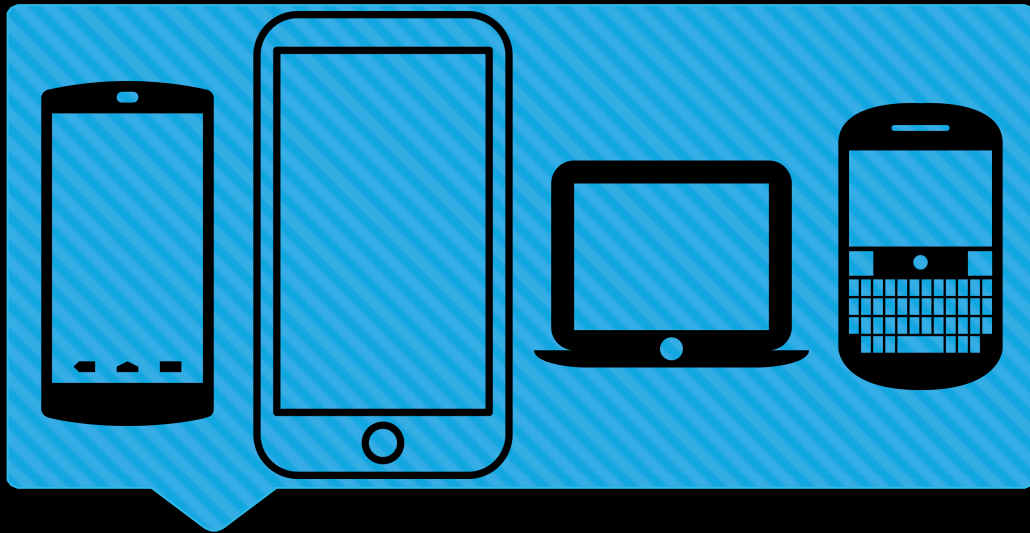
 Follow

@CdnOpenDialogue @DonLenihan Very interesting question posed to me 'am I leaving with action items?' #codf16



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