

Glossary of engagement techniques

(Source: Adapted from IAP2's Method Matrix. For more information, visit <https://www.iap2.org.au>)

METHOD	Description	Scale				Context										Purposes												
		Individual	Small group	Large group	Public	Low trust	Low interest	High complexity	Tight timeframes	Long-term engagements	Need new solutions	Hard to reach audiences	Highly political	High emotion or outrage	Need to understand community better	Inform	Legal compliance	Understand reactions, implications & consequences of proposition	Generate alternatives, new ideas and options	Improve quality of policy, strategy, plans	Relationship development	Community capacity & capability building	Generate support for action	Behaviour change	Social licence	Community resilience	Identify a problem or opportunity to address	Decision making
Appreciative Inquiry (AI)	A structured process for decision making that focuses on building on strengths ("what works well"), rather than focusing on problems and limitations. In AI Summits, participants follow a four-stage process of Discover, Dream, Design and Destiny.		✓	✓					✓	✓			✓				✓	✓						✓			✓	✓
Citizens Jury	A representative sample of citizens are randomly selected to form a citizens jury which deliberates on a problem or opportunity. The jury hears evidence from witnesses, in front of a public gallery, before adjourning to deliberate and make a recommendation or decision.		✓			✓		✓		✓		✓	✓			✓	✓	✓	✓		✓						✓	✓
Co-design	A collaborative process where products, services or processes are developed in close consultation with stakeholders.		✓	✓	✓				✓	✓				✓				✓	✓	✓	✓		✓	✓				
Deep dive	A brainstorming technique to quickly immerse a group into a situation and solve problems or create ideas.		✓					✓	✓	✓			✓	✓			✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	
Deliberative forum	A forum where a representative sample of the community deliberates on a topic, issue or proposal. Forums can last two days.			✓				✓		✓		✓		✓			✓	✓	✓							✓	✓	
Focus group	A small group discussion hosted by a facilitator about a focused topic. Designed to allow for open discussion that is guided by a series of questions, but which may follow the flow of participants' discussions.		✓											✓	✓		✓	✓								✓		
Formal negotiation	Stakeholders reach consensus on a decision or project by following a formal negotiating framework taking into consideration a range of different perspectives and preferences.		✓	✓		✓		✓	✓	✓		✓	✓				✓	✓	✓	✓						✓	✓	
Interviews	One-on-one discussions to explore and understand community and stakeholder needs, perspectives, insights and feedback, and to build relationships.	✓				✓		✓			✓		✓	✓			✓			✓		✓				✓		

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Websites	Can include dedicated websites for an engagement project, a central hub for an organisation's engagement activities, or a specific page on an organisation's corporate website. Vary widely from being static websites to highly interactive where the community can comment, upload their own content, or jointly create.				✓			✓							✓									✓	✓				
Workshop	A structured method to explore specific and complex issues, where participants work in small groups.		✓	✓				✓						✓	✓		✓	✓	✓	✓	✓	✓	✓					✓	
World café	A structured process where participants discuss a question or series of questions at a group of small tables. Each table has a host who facilitates the same conversation during a series of "rounds". At the end of each round, participants disperse and move to new tables to continue discussion. Is designed so participants share ideas, concerns, fears, experiences or feedback with a broad range of people.		✓	✓				✓						✓			✓			✓			✓					✓	