ENABLES

An institutional framework for building public engagement capacity

**Enabling environment**
Flexible rules, simple approval processes and an entrepreneurial culture together allow staff to maximize their engagement impact.

**Networked approaches**
Formalized methods to establish and track partnerships can help to deepen relationships and mobilize action toward shared objectives.

**Appropriate standards**
Rules can help to set minimum standards, create consistency and provide license for staff looking to renew outdated practices.

**Buy-in from the top**
Purposeful sponsorship and a shared vision for engagement improves the likelihood that decision-makers will act on public input.

**Learning culture**
Organizational learning requires the appreciation of existing assets, safe spaces to share and experiment, and the celebration of success.

**Evaluation**
Using codified engagement principles to guide evaluation allows staff both to define success and to adapt in the face of complexity.

**Service-orientation**
Responding to the needs of departments by supporting them with tools, infrastructure and advice builds trust and effectiveness.
# ENABLES

Questions to guide organizational change in public engagement

<table>
<thead>
<tr>
<th>Capacity Building Approach</th>
<th>Guiding Question(s)</th>
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</table>
| **Enabling environment**   | • What existing policies and norms are preventing effective engagement?  
                              • How could these be changed to reduce inefficiencies and encourage innovation? |
| **Networked approaches**   | • What community voices and assets are missing from the conversation?  
                              • Who is best positioned to develop and track these relationships? |
| **Appropriate standards**  | • What are the largest gaps and inconsistencies in current engagement initiatives?  
                              • What is the appropriate role for standards in addressing these gaps? |
| **Buy-in from the top**    | • To what extent are decision-makers familiar with possibilities to achieve high-quality public engagement?  
                              • Are any procedural changes needed to fully integrate public engagement into decision-making and policy development processes? |
| **Learning culture**       | • What existing assets and good practices in public engagement should be recognized and reinforced?  
                              • Who needs to participate in a public engagement community of practice and what priority learning questions should this group address? |
| **Evaluation**             | • Does a codified set of public engagement principles currently exist to guide evaluation?  
                              • What audience(s) will act upon evaluation results and how does this impact the focus of evaluation? |
| **Service-orientation**    | • What centrally-supported infrastructure or services would most increase engagement quality and efficiency across departments?  
                              • What unit is best positioned to offer this type of centralized support? |

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