

Engagement Tools for Organizations



“What contributes to a culture of engagement?”

“What is organizational culture?”







“TRUST. The critical ingredient.”

Toolkits, frameworks, policies, interactive manuals, webinar series and more. These tools provide internal alignment and build a culture of engagement.

Consistent, effective engagement practices mark the difference between projects that move forward, and projects that stall out. Dialogue Partners helps organizations build their own engagement policies, toolkits, frameworks, and procedures. We aim to make our tools practical, useful living documents so they support building capacity, thoughtful consideration and rigorous practice for internal teams of public engagement practitioners. They are built on a foundation of international best practices and take the approach of leading organizations to the next level.

What will you find in a PE Toolkit?

Dialogue Partners’ includes worksheets, sophisticated models, continuums, methods and approaches to best practices in public engagement in our toolkits. We also create quizzes, link videos and examples and design reflection questions and exercises to build internal capacity.

	TIP	Insight on what to do to make your practice effective
	THINK ABOUT THIS	Exercise or information designed to broaden your thinking in planning or implementing your public engagement process
	THIS WILL NEVER WORK	Common myths, misconceptions and concerns about public engagement
	IN ACTION	Case study or example of the concept or material in action
	TOOLS & TEMPLATES	Worksheets and exercises to help you work through the steps related to your project
	GLOSSARY	Definition found in glossary

Can you give me a few examples?



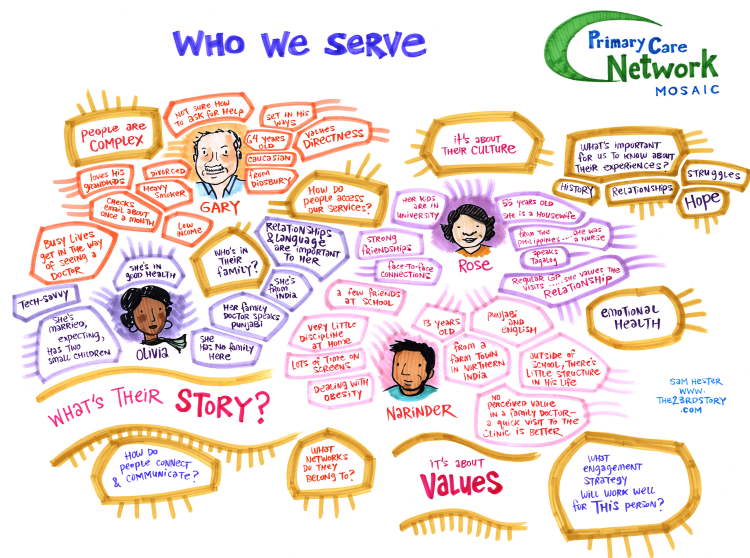
I just wanted to let you know that I've received nothing but positive comments from the workshop yesterday morning. The Town is please so far and is looking forward to what could result – not just as a “final project” but the cultural shift within the organization.

-Feedback from past client

EXAMPLE #1 PRIMARY CARE NETWORK

In 2017, Dialogue Partners was retained by Mosaic Primary Care Network (PCN) to provide engagement support on their initiative to build a foundation for meaningful and effective community engagement. Utilizing the information and data collected in the engagement audit, we developed a Community Engagement Framework tailored specifically to Mosaic PCN. We provided best practice advice, recommendations and worked with staff to help them understand the recommendations and get their input and feedback on what would work best for the PCN and people it serves.

In addition to the Framework, we designed and built a Community Engagement Framework and Toolkit. These tools were built upon existing tools and resources and intended to serve the unique needs of Mosaic PCN, its members, patients and communities. The tools also needed to ensure all future engagement initiatives were consistent, effective and delivered both a positive experience for patients and families while gathering the input and data needed by Mosaic PCN.

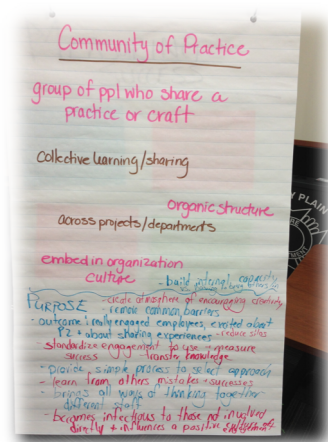


EXAMPLE #2 MUNICIPAL TOOLKIT

Dialogue Partners was retained by the District of Saanich to develop a Public Participation toolkit to support the future capacity, understanding and implementation of Public Participation by the District staff. Our approach to development of the toolkit materials was based on best practices in the field, our own extensive lessons learned and experiences

in public engagement and what District staff collectively learned through past engagement experiences and working with the community and stakeholders. We worked to ensure the content of the toolkit reflected the realities of the District, the organization, and the people. It had to be realistic, appropriate and practical for the District to use.

Planning a Meaningful Process



EXAMPLE #3 LUNCH N' LEARN SERIES

Since 2015, Dialogue Partners has been working closely with the Government of Yukon to build organizational readiness and capacity to deliver meaningful and effective public engagement. This included re-designing a public engagement toolkit, building a custom “how to use the toolkit” training course and finally, preparing a series of six lunch n’ learn modules, now delivered by the organizational development team. Each module was designed to complement the in-person training and dive deeper into specific topics. Our work included the development of an instructor script, training exercises, debrief questions and associated learning materials like handouts and slides.

EXAMPLE # 4 HEALTHCARE WEBINAR SERIES

Dialogue Partners worked with the Canadian Foundation for Healthcare Improvement (CFHI) to develop content and co-deliver a series of webinars. These webinars were intended to support organizations in advancing healthcare transformation and patient and family-centred care through engagement. Dialogue Partners provided the engagement expertise, research and material development and delivery. We conducted interviews with leaders in patient engagement research from across Canada to identify required webinar content. We developed a learning framework to guide development of webinars that included lessons, purpose, objectives, learning outcomes, activities, effective methods of delivery, guest speakers, case studies and additional resources.

Taking webinars to a new level and incorporating interactivity, connectivity and group sharing meant we designed the webinars to impart information AND be participatory. We included visuals, graphics, videos, polls, surveys, chat features and guest speakers.