

Resident Listening to Action Process

This is a step by step that will guide a group to take the nuggets of feedback, ideas, dreams and concerns and to move those into sensemaking (making sense of the data pieces) and finally into actions.

The outcome is that a group of residents will pick 1 or 2 actions that they would be willing to work on together to bring local change to their community.

Step 1: Sensemaking and Theming: Large Themes

- A. Put out all data pieces on the table
- B. Ask the group to develop themes of like statements together. Have them move the pieces of paper to make groups.
- C. Once a there is a group of 3 or more data pieces have the participants label this theme (use one color of post it note)

Step 2: Sensemaking Specific

Usually at this point there are several categories that have too many data pieces. The goal of this step is to further name the sub themes or categories.

- A. Look at each of these themes and have someone read them outloads.
 - B. Develop sub themes and categories that are very detailed
 - C. Label these sub themes with another title (use a different color of post it note)
- NOTE: This can be done in smaller groups of 2-3 working with different themes

Step 3: How Might We

This step helps to look at these themes with curiosity and questions.

- A. First, read out loud all of the themes that have been named.
- B. Give everyone a stack of post it notes (3x5 rectangular are best, a new color too)
- C. Ask them to write a How Might We question. Put HWM in the corner of the post it and then add their question.
- D. Give an example: For example under the theme of Speeding in the neighborhood. It may be HMW... put share stories from children in the newsletter? Or HMW... educate people on speeding OR HMW... get more signs from the city.
- E. Give everyone about 5 min to go around individually and write their HMW statements.
- F. Read out loud all of the HMW statements.

Step 4: Ideation

From all of the curiosity and questions that the HMW statements have created we want to move into actionable ideas.

- A. Give everyone a new post it note (3x5 size, new color again) or half sheet of paper (see example provided)
- B. Write their actionable idea. Tell people to make it specific and actionable.

- C. Give an example. IDEA: Have 3 kids write an article in the neighborhood newsletter about how speeding cars impact them.

Step 5: Rank Ideas

- A. Take all ideas and map them to a flip chart with the following headings. What can residents do, What can residents do with some help. What do residents need others to do.
- B. Take all ideas and then do a group voting. Have everyone a # of votes.
- C. Prompt: What ideas would we want to work on first together?
- D. Select 1-2 ideas to complete moving forward.
- E. Keep other ideas as a backlog to do after these first ones are done.

NOTE: There may be some ideas that an individual might want to complete on their own too. Encourage individual actions as well.

The goal is that the group together works on 1 or 2 projects together. Complete them. Gain momentum, trust and encouragement to tackle 1-2 projects in the future.