



Mongolia:
Enhancing Resource
Management through
Institutional Transformation

PRESENTATION #3 CONSULTATION METHODS
PUBLIC RELATIONS OFFICE, GOVERNOR'S OFFICE, DORNOD

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Public Meetings

A planned event that allows stakeholders and the public to meet with staff/organizers to review, discuss and debate the issues of concern or interest.

Provide a good opportunity to consult large numbers of people.

Meetings can also be organized to allow for small group discussions and feedback.

Conference/Workshops

A large meeting (usually) taking place over one or more days with key issues or themes to be discussed.

Smaller groups can discuss many different relevant topics and issues.

Bilateral Meetings

Generally composed of one-on-one meetings between government and representatives.

They provide an opportunity to identify and define issues and increase the knowledge base for the process.

Focus Groups

Structured process for collecting information where pre-selected participants provide reaction to specific policies, projects or issues.

These tend to be issue-focused.

Interviews/Individual Meetings

Pre-selected individuals are asked a series of questions to gather information on a specific topic (a project or policy) by a trained interviewer.



Hot Lines

A designated phone number to collect comments or opinions.
This method can also be used for voting.



Opinion Surveys

A process for collecting information and opinions (and sometimes advice) where a list of questions requires the recipient to provide responses, through rankings, multiple choices, or open-ended questions.

Surveys can be mail-in, face-to-face, web-based or conducted via phone.

They use a standard form or letter so those who are contacted are asked the same questions in order to make evaluating the responses more effective.

Public Advisory Committees

Members participate in ongoing discussions and/or discussions for a defined purpose.

Usually involves experts with technical knowledge or background.

Comment forms/workbooks

A publication produced in print or electronic form that provides contextual information and invites stakeholders to suggest solutions to a set of problems and challenges.

Events/Roadshows

Usually larger than focus groups or workshops and there may be some selection of invitees but usually all those interested can attend.

There is potential to combine events with other methods of stakeholder consultation such as smaller breakout focus groups or opinion polls.

Events and roadshows can also be used as an opportunity to raise the profile of the project.



Forum

A forum is a regular meeting of people who represent a group or an organization and maybe issue specific or area-based.

Those involved typically comprise members of civic, political, professional, economic or social groups from a local area.

Web-based Discussion

There are a variety of web-based engagement processes to choose from such as on-line discussion forums and blogs, Facebook, on-line surveys, social networking, ratings, voting and digital interactive TV.

Web-based activities enable people to choose where, when, and for how long, they want to participate.

Street Stalls

Street stalls consist of outdoor displays such as idea or graffiti walls which can be used to capture views and comments of large numbers of people.

Maps and plans for an area or a project can be displayed and passer-bys asked to comment on particular issues and themes, generate ideas or vote for particular activities or facilities.

Leaflets/Newsletters

Leaflets are an effective, accessible way of informing the public of an issue or of changes to a service.

They can be the only method you use, or you can use them in conjunction with another activity such as part of an exhibition or campaign.

Newsletters are used to provide more detailed information or for providing regular updates in a lengthy consultation exercise.

They can also be used to summarize and explain long or complex documents produced on the subject matter.



Citizen Comment Cards

Are simple cards or slips that allow members of the public to comment on a particular service or issue.

Cards are left in obvious places, perhaps at a reception desk.

The design of the card is important: friendly, eye-catching cards will encourage people to use them.

Cards sometimes ask for basic information about the person such as sex and age group, to help identify trends.

Consensus Conferences

Two panels are set up: one expert panel and one layperson panel composed of concerned citizens.

The layperson panel prepares in advance by reading information and developing key questions. They debate an issue and produces a report that outlines expectations, concerns and recommendations.

The expert panel makes presentations and answers questions.

The conference is open to the public.

Roundtables

Roundtable discussions can be used as a tool for consensus building and involve multi-stakeholders.

Roundtables operate by consensus and can generate cooperation to promote the environmental, economic and social sustainability of a community.

The basic premise is that all participants, from business interests to local community representatives, are equal.

Roundtables include industry representatives, government agencies and non-governmental organizations.

Task Forces

A group of experts or representative stakeholders who study a specific issue.

The task force prepares a report with recommendations for action.

Electronic Meetings

A computer network using group decision support software to facilitate face-to-face meetings for consensus building, problem solving, strategic planning, conflict management and priority setting.

Citizen Panels

A large group (hundreds) of demographically representative people respond to proposals by the government.

The group can be randomly selected or selected based on knowledge and interest.



Study Circles

A small group (5-20) of selected participants who meet regularly to address issues, usually with a trained facilitator and basic ground rules for discussion.

Search Conferences

A large group of invited individuals (60 to 70) who have diverse perspectives.

The purpose is to create a desired future by sharing information and developing a mutual understanding.

Conferences consist of working sessions with a wide range of parties such as government, industry and users.



Think Tanks

Bring together large or small groups of individuals with knowledge and expertise to develop solutions to current issues and problems.

The process can take one to three days.



Charettes

A problem-solving workshop that brings together all interest groups, however diverse their opinions.

Deliberative Polling

Aspects of polling, conferences and roundtables are combined.

A randomly selected group of people (40-100) completes a questionnaire at the beginning of the process.

Participants are provided with documents on various scenarios including arguments for and against each scenario.

Participants debate the pros and cons.

Participants then fill out a second questionnaire to assess any changes from their initial perceptions and why those changes occurred.

The Delphi Process

A group is selected that represents different points of view on an issue.

Participants give comments and discuss the issues.

After the discussion, group members provide responses to the issues and viewpoints anonymously.

Discussion and sharing continue until the group reaches consensus or stable disagreement.