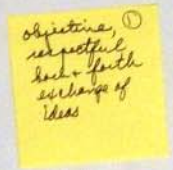
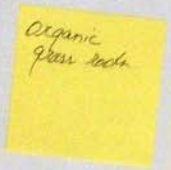
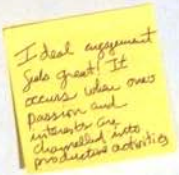
What does ideal engagement feel like?





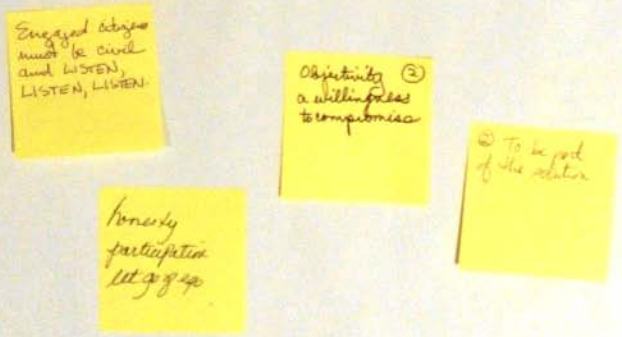


-Informed

Channeling your passionate interests for the collective good.

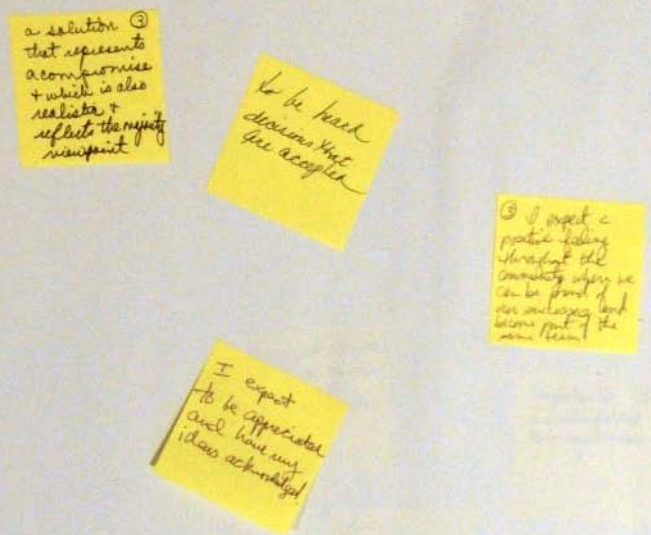
Informed, objective, respectful exchange of ideas with no pre-conceived notions.

What is expected of you as an engaged citizen?



Engaged citizens ~~should~~ ~~be~~ ~~MUST~~ are honest, ready to compromise, and part of the solution.
Leave your ego at the door and open your mind
LISTEN

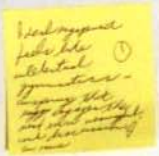
What do you expect in return for your effort?



I expect my ideas to be acknowledged (not necessarily accepted) and to leave feeling proud of my community.
Even if my ideas are NOT accepted I will leave the room supporting the decisions of the group.

What does ideal engagement feel like?

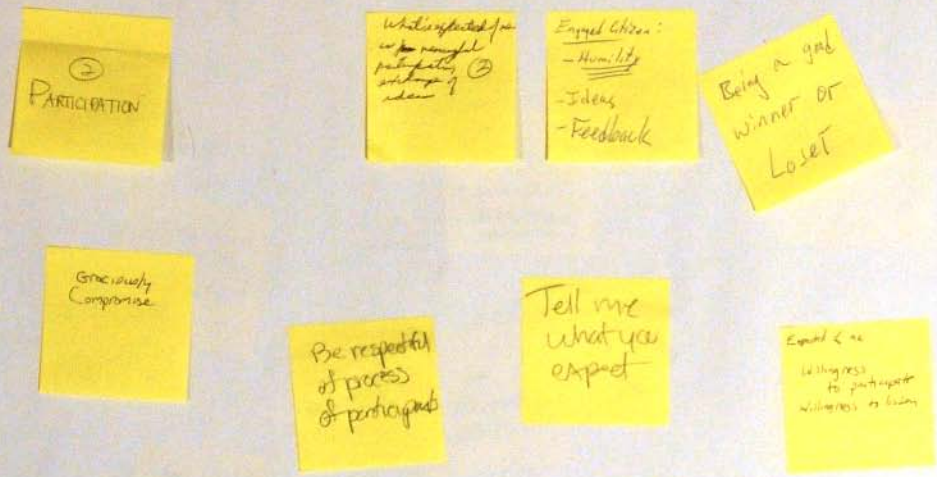
2.



1. Feeling like people are actually listening (active)
2. ~~Listen~~ Leads to action
3. Creatively engaged
4. ~~Respect~~ people and their time

What is expected of you as an engaged citizen?

2.



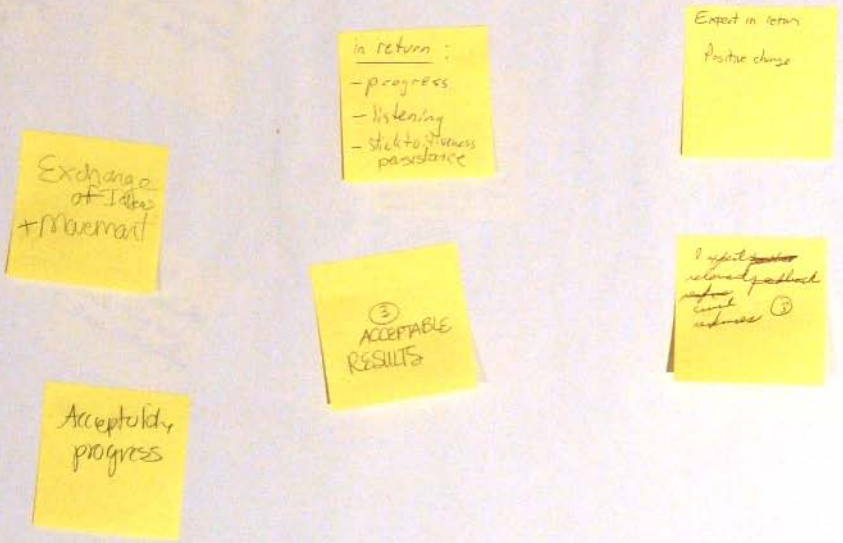
Respectful participation, clearly ~~stated~~ ~~expectations~~

Be a good ~~winner~~ ~~or~~ loser and ~~active~~ listing ~~skills~~ on both sides

~~Participant~~

What do you expect in return for your effort?

2.



Acceptable progress with persistance movement toward positive change even in the face of setbacks

What does ideal engagement feel like?

3.

LISTENING
&
OPENNESS

① Ideas are Respected + Validated

Ideal Engagement feels...

Inclusive

Ideal Engagement feels...

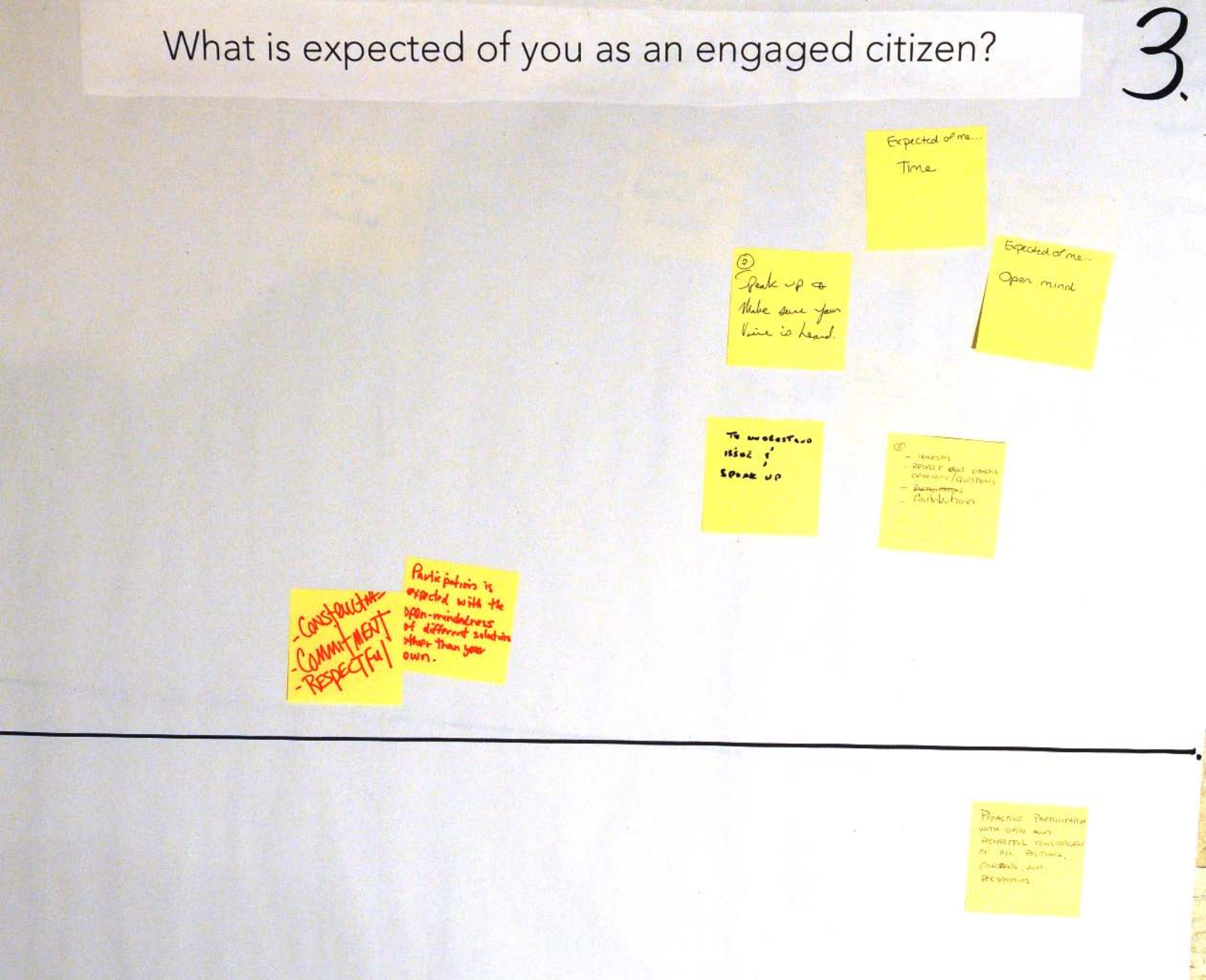
Energized

① Your ideas & opinions & concerns are considered & addressed

It feels like an opportunity for everyone to voice their opinion and solutions to be explored.

What is expected of you as an engaged citizen?

3.



What do you expect in return for your effort?

3.

(3) Honesty by others

(3) Open Ears

(3) Patience

(3) An understanding that when we disagree, we do so civilly

(2) Ground Rules + Respect for Ground Rules by others

(3) Finality to the outcome — no endless re-litigation of the same questions

Multiple channels for engagement that respect the busy lives of the average Alexandrian

See Results

A better community that affords everyone a better place to live, work, play

What I expect Acknowledgment

What I expect Respect

IN PERSON COMMUNITY AND PROGRESS

PROGRESS TOWARDS COMMON GOAL.

ROI

A measurable progress towards a better community through an inclusive process for all Alexandrians

What does ideal engagement feel like?

4.

Engagement should be respectful and your opinions / concerns are heard and acted on

True engagement feels welcoming to all voices. It can be messy but should lead to shared vision that can be acted upon.

Ideal Engagement feels ....
- welcoming
- empowering
- energizing
- affirming
- collaborative
- shared
- messy :) → but satisfying

It should be respectful and your opinions / concerns are heard & acted on

As the process evolves, urge? charge people to investigate best practices + study successful initiatives that we can learn from...

What is expected of you as an engaged citizen?

4.

Honesty, straightforwardness and a willingness to at least try the process.

Honesty, you cannot straightforwardness willingness to at least try the process!

I'm expected to suspend judgments and listen to diverse opinions/perspectives; bring under-represented groups into the dialogue; and share what the group learns together

As an engaged citizen, I'm expected to...
- suspend judgments & listen to diverse opinions & perspectives
- contribute in positive ways
- bring under-represented groups into the dialogue
- share & act on what I learn in toward shared vision

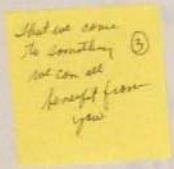
Act in positive ways to implement the vision.

- Empower citizens' groups to help move the shared agenda forward

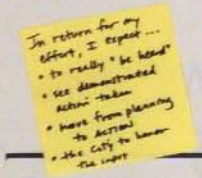
What do you expect in return for your effort?

4.

That we come to something we can all benefit from



I expect to "be heard" & see action taken as a result of the work we do together.

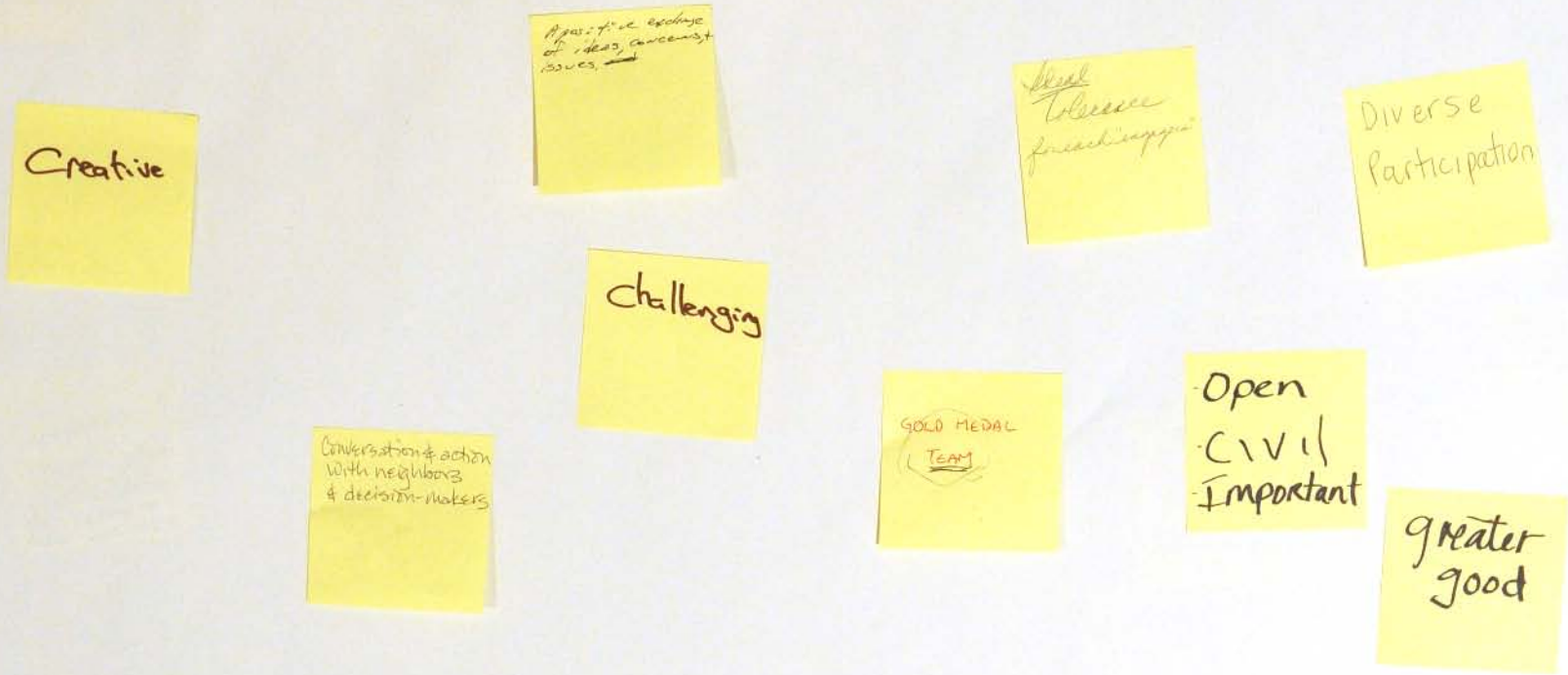


Move from planning to ACTION

I expect the process to evolve as it moves along. The City staff should honor the input & trust the input of the community members.

What does ideal engagement feel like?

5.



A team of diverse neighbors & decision makers who are open, creative & tolerant to civil interaction for the greater good.

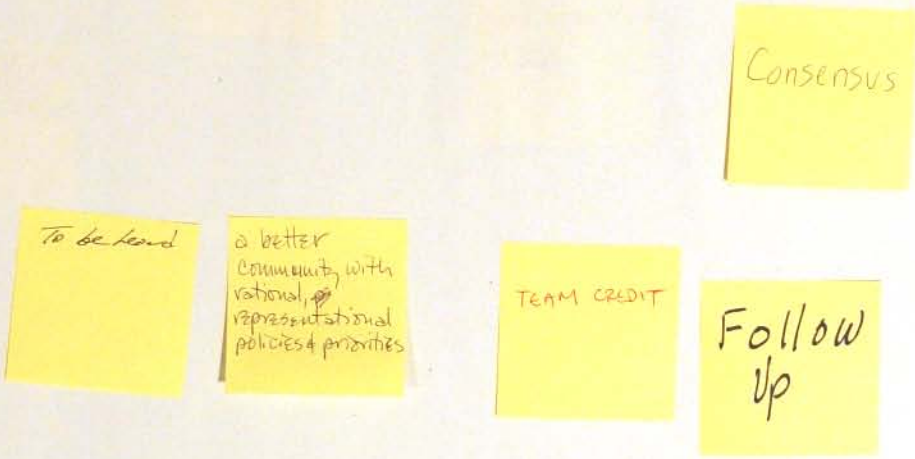
What is expected of you as an engaged citizen?

5.

As engaged citizens, we are expected to take the time & effort to be informed & respectful by participating in community events which address issues & initiatives & commit to solutions.

What do you expect in return for your effort?

5.



In return for our efforts we expect that our team's ideas will be heard, that there will be consensus & follow up regarding our community policies & priorities.

What does ideal engagement feel like?

People wanting to change the community for the better

IDEAL
INTENSE
CHALLENGING
Real POSSIBILITIES
HOPEFUL

Ideal Engagement = Everyone contributes to the overall [illegible]

Ideal engagement? Feeling about it. will make a difference.

Engagement feels fulfilling freeing comfortable satisfying

makes a difference feeling of confidence that engagem[illegible]l contributes to positive result

Participant - amt of time energy was well spent

Understand the importance + gravity of civic issues - make the connection

Mutual respect - agree to disagree but not disagreeably

accommode dissent

Dialog among all parties who have shared priorities

Intense + challenging - give real work to do

Fulfilling and freeing -

Feel the possibility of ~~trust~~ real impact

Feel the relevance to people's lives

There is the possibility of real impact on issues that matter.

What is expected of you as an engaged citizen?

6.

Inform yourself. Informed participation.
Express yourself.
Come with open mind + willing to listen. Respect other ideas.
Take responsibility.
Educate others.
Take initiative.
Talk to your neighbors + get them involved.
Respect concensus.
Speak up. + explain + advocate your point of view.
Giving your time and energy and your particular expertise

To be informed and willing to compromise to reach a solution to a problem

---

Sustained continuing informed participation in the [illegible]ers. Stay engaged over time.

② Respect others ~~through~~ opinions, + listen well, + be willing to risk. Be informed

[illegible] as engaged citizen informing self taking responsibility voting expressing self to group

② What's expected?

Informed participation not just preconceptions or prejudices

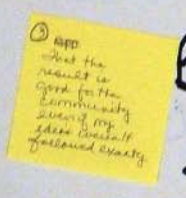
Encouragement - Take risk in new [illegible] conditions [illegible] but be [illegible] possible solution

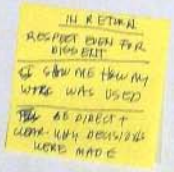
What do you expect in return for your effort?

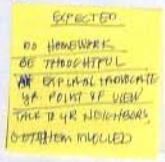
6.

Feel all viewpoints are listened to,
The decision was not made ahead of time. Not a forgone conclusion,
Demonstrable result and impact.
An open process + inclusive + transparent.
All segments of the community were involved + there is an effort to engage all segments.
Objective outcome.
Feedback on how ● input was used - how it shapes the results. What changed + made my time worth it.
More truly representative in framing these issues
Early involvement - ~~Age~~ Sense of community.

Broad, diverse + effective community involvement from beginning to end.







7.

civil

access to facts/fact-based discussion

input/heard/open mind

not predetermined/no agenda

committed

goal oriented/outcomes/

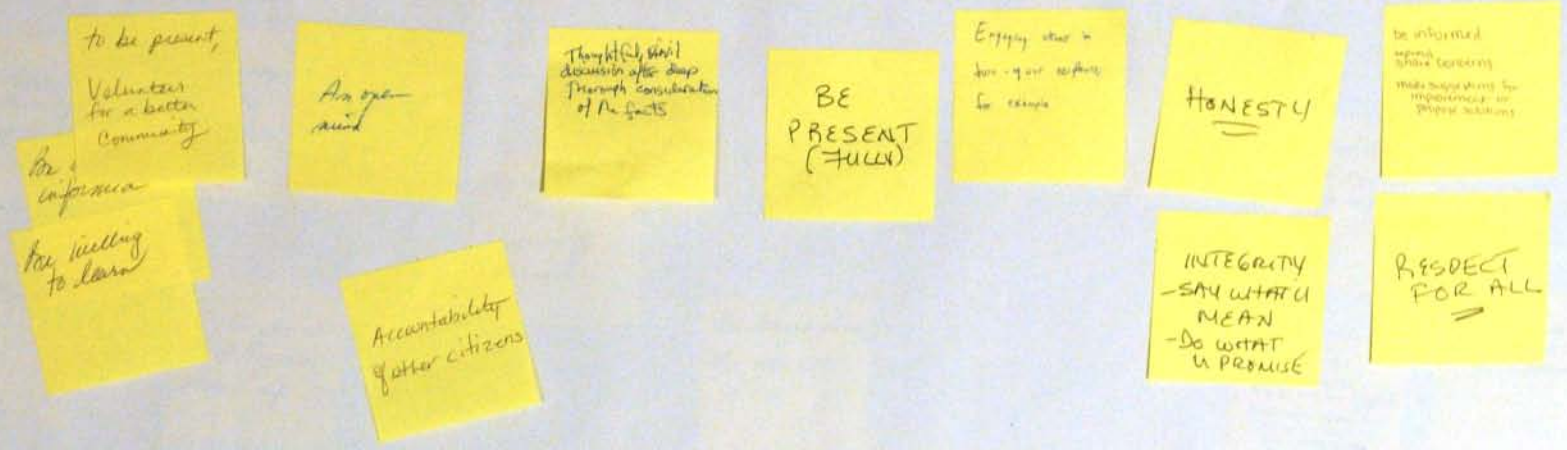
What does ideal engagement feel like?

7.

community engagement is energetic, civil, where people are heard, open-minded, with no pre-determined agendas.

What is expected of you as an engaged citizen?

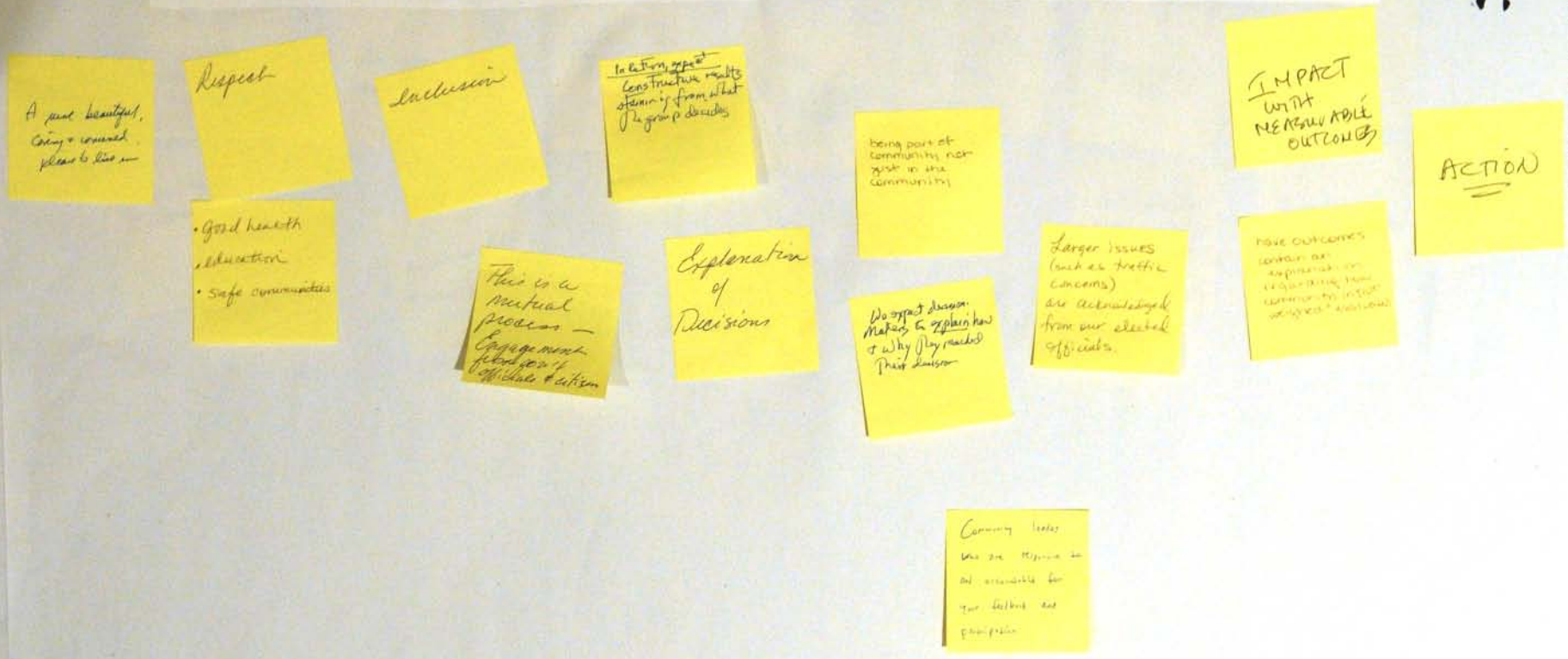
7.



"As citizens of Alexandria, we are present, honest, respectful, informed, open-minded, accountable, knowledgeable, energetic, with a shared vision of community for our city."

What do you expect in return for your effort?

7.



We expect action, respect, impact, inclusion, explanation of decisions, community services, engagement with elected officials, responsive and accountable to our feedback - we expect a voice.

What does ideal engagement feel like?

8.

1. RESPECT FOR MY THOUGHTS & UNDERSTANDING OF MY PERSPECTIVE

not the loudest

INTERACTION

A COMPLETE (W)
PHYSICAL
EMOTIONAL
INTELLECTUAL
HIGH
BLISS

---

government & community need to be:

~~FOCUSED~~ OPEN UNGUARDED

respectful

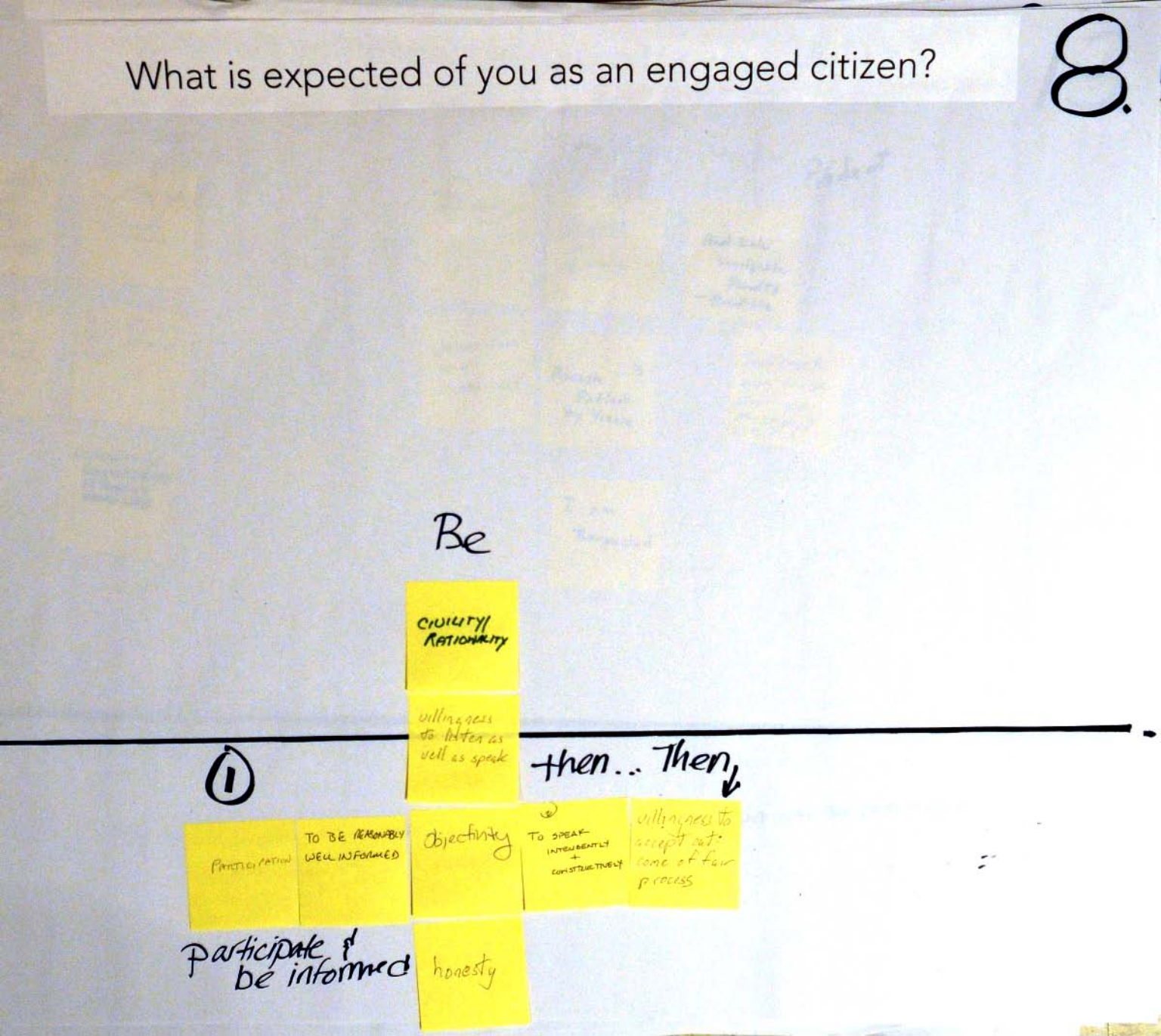
honest

nonjudgmental

inclusive of all perspectives and voices

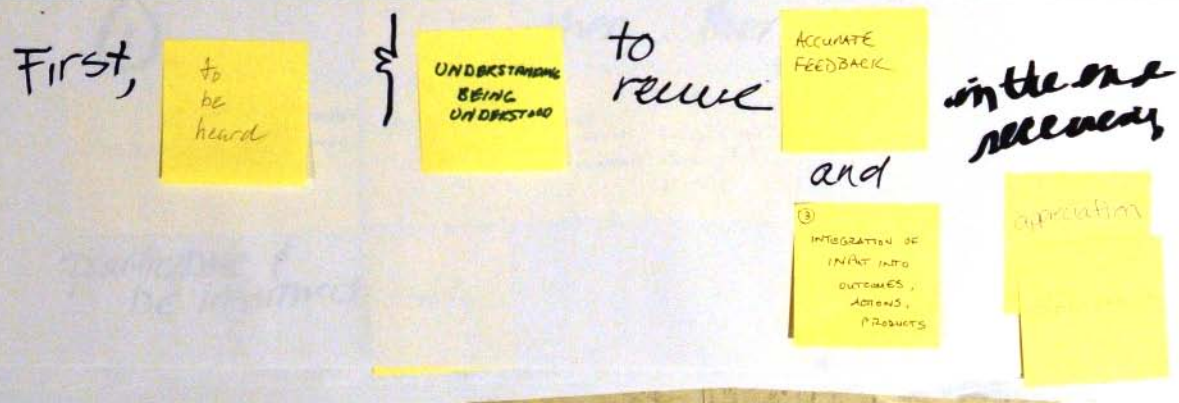
What is expected of you as an engaged citizen?

8.



What do you expect in return for your effort?

8.



What does ideal engagement feel like?

9.

- Listening w/ an Open Heart + Mind.
- Respecting all points of view.

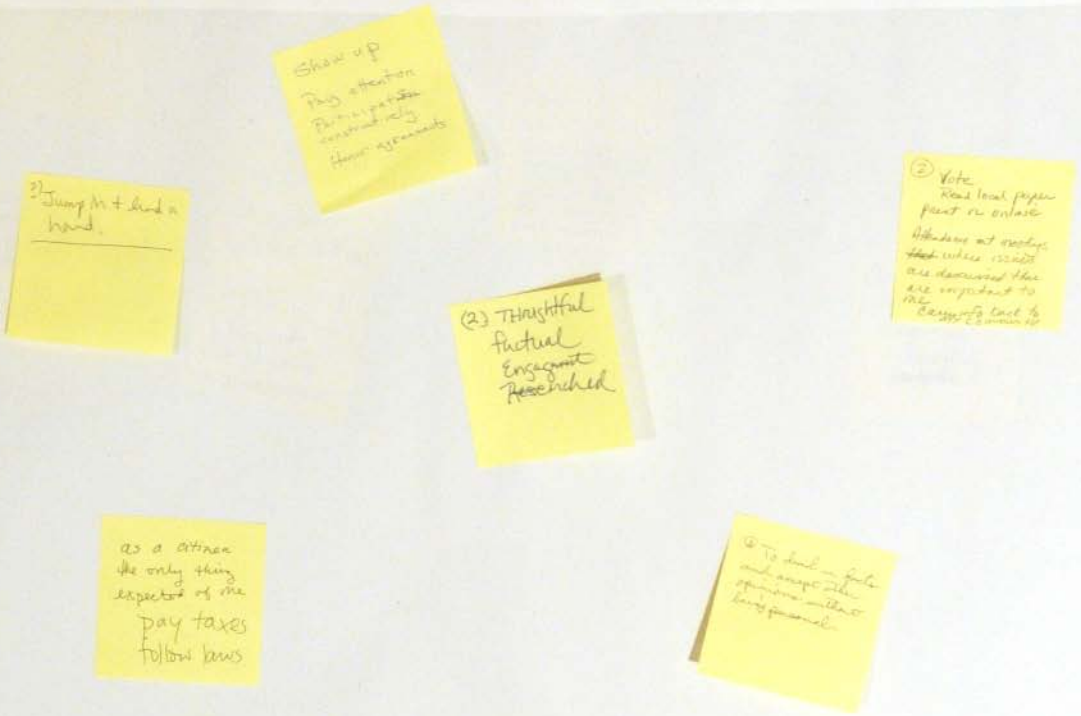
Ideal engagement
- participation
vocally data that is used to make decisions

Respect for the process
Respect for participate views
Respect for the consensus decision

Ideal engagement is a data-driven process in which all involved - decisionmakers, customers and stakeholders - respect eachothers' ideas and the ultimate decisions made.

What is expected of you as an engaged citizen?

9.



I am expected to be a respectful and empathetic participant. I will be active in my participation, using facts to support opinion, honoring the process and those others who participate. I will not neglect more traditional civic duty - such as voting. I will make continued effort to inform myself on a broad range of issues and bring that knowledge to the table. I will focus not only on problems but more importantly - solutions.

What do you expect in return for your effort?

9.

3) I expect nothing in return.

(3) To be heard
To be acknowledged
To be kept informed
Openness

In return for my effort
- pleasant place to live
- job
- decent neighbors + townspeople

Reasoned, balanced decisions that are clear outcomes of the process of which elected officials are willing to be held accountable.

Interactive
Mutual Exchange
Consensus
Building

(2) A decision with an explanation of the basis for the decision

(3) Decisions
Action
Impacts
quality of Life
Consistency

I expect consistency in process, an interactive exchange of ideas leading to clear decisions which employ the general consensus of those involved, but also measured consideration of dissenting opinions. Decisions should be actionable and implemented swiftly. Decision-makers must be held accountable.

What does ideal engagement feel like?

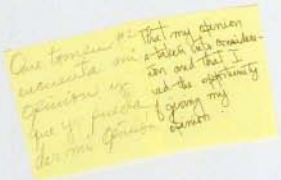
10.

Que se hablaran
temas que interesan
a la comunidad
Que se asegure
mas a la comunidad

That topic of
interest to the
community be
discussed.

What is expected of you as an engaged citizen?

10.



What do you expect in return for your effort?

10.

mejoras a la comunidad

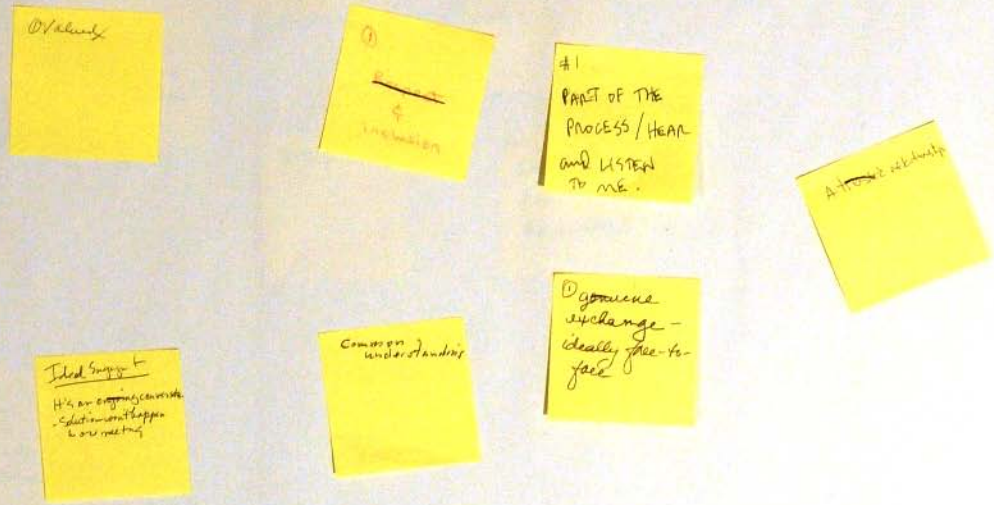
Improvements to the community

Cambios que beneficien a la comunidad

Changes benefiting the community

What does ideal engagement feel like?

//.



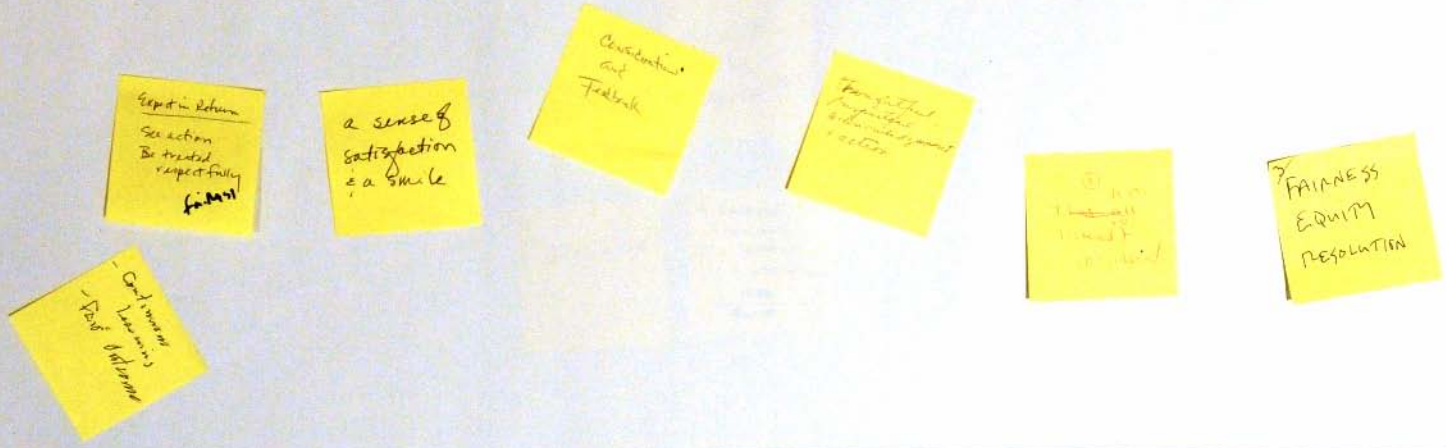
IT FEELS LIKE ONGOING, RESPECTFUL, GENUINE, TRUSTED, MUTUAL SHARING, VALUED, CONVERSATION (FACE TO FACE)

What is expected of you as an engaged citizen?

11.

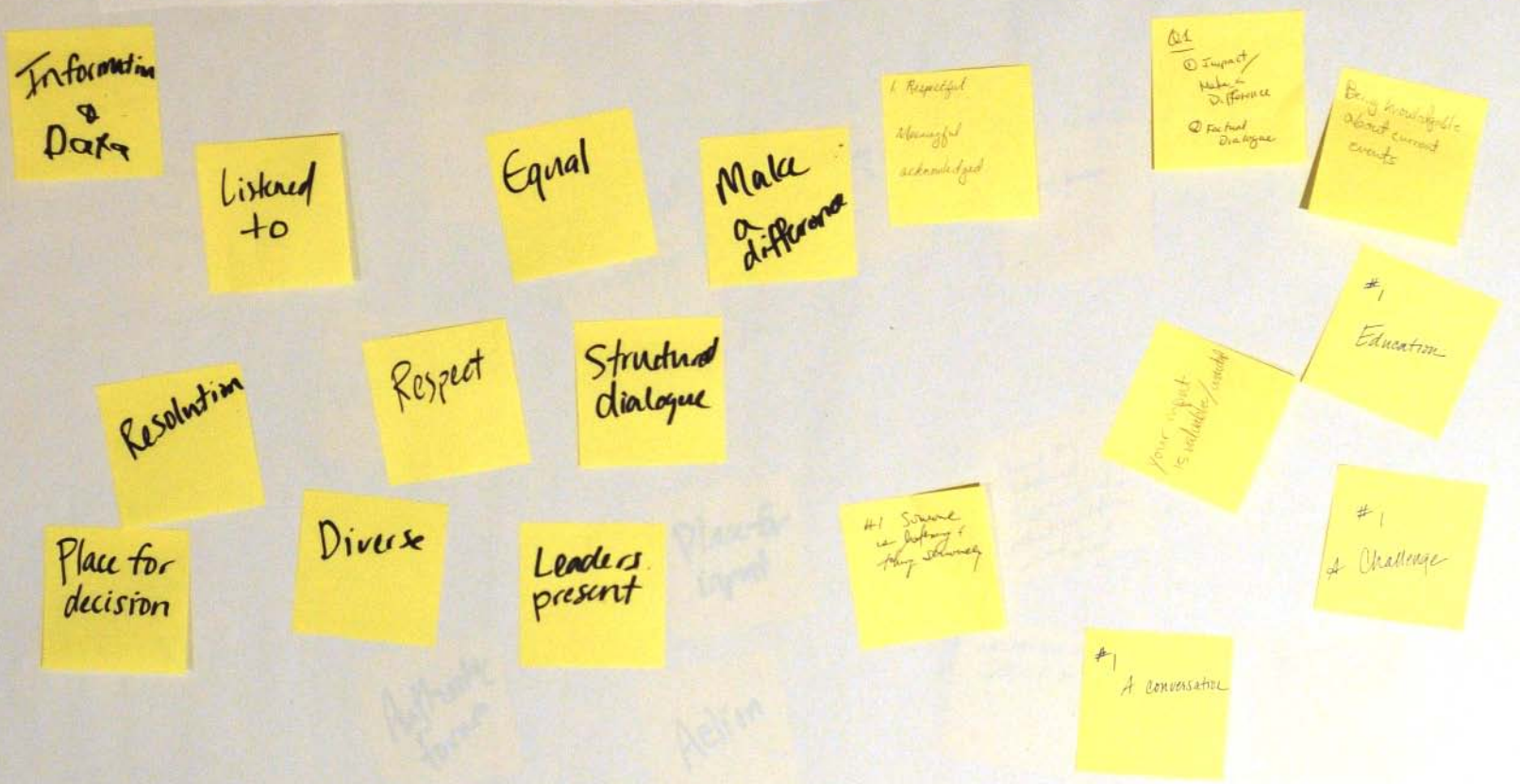
BE INFORMED OF THE ISSUE, CONSIDERATE OF OTHERS, CONSTRUCTIVE, THOUGHTFUL AND EMPATHETIC WHILE BEING FLEXIBLE AND REASONABLE.

What do you expect in return for your effort?



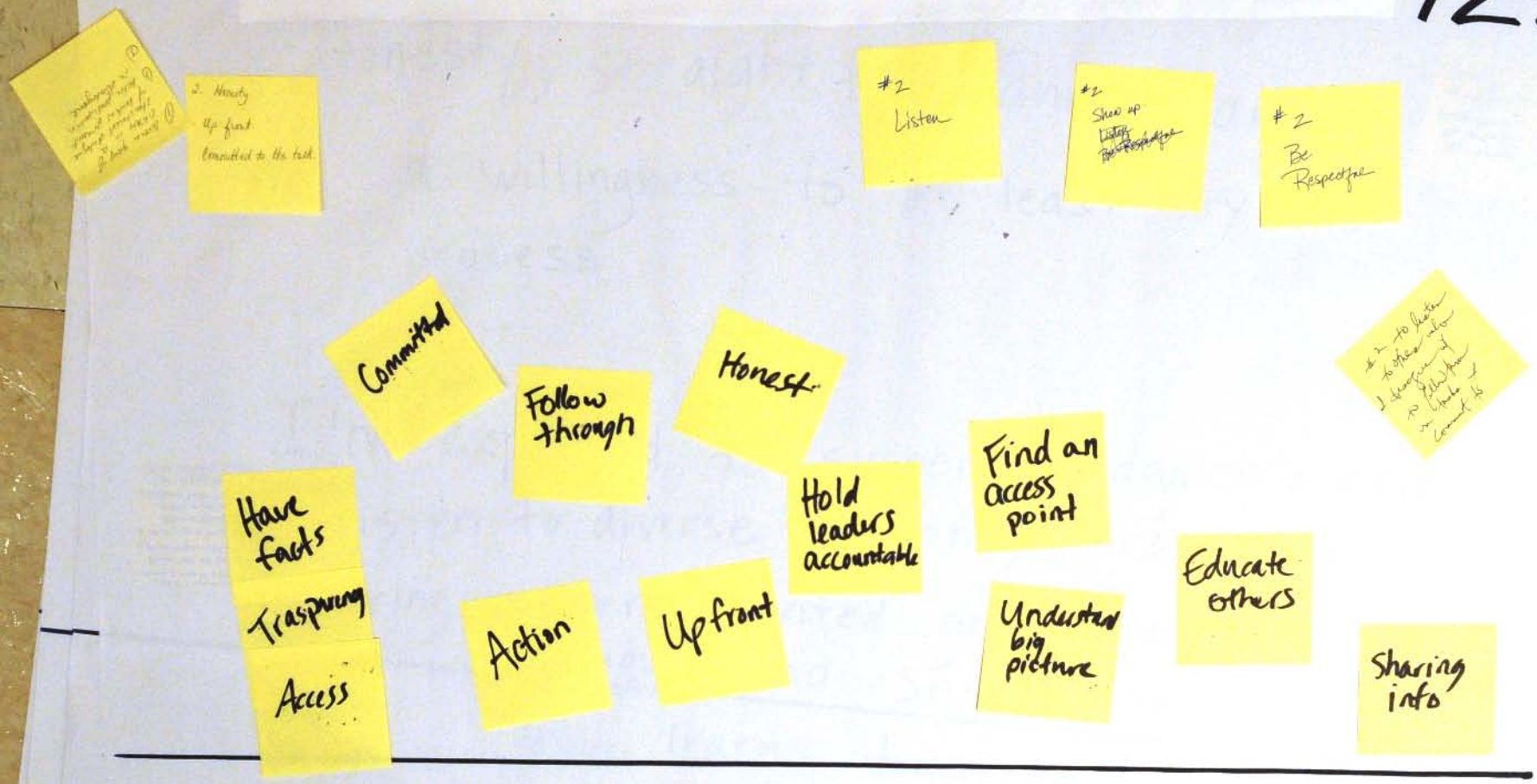
I EXPECT TO BE CONSIDERED, TREATED FAIRLY and RESPECTFULLY, TO LEARN FROM and TO HAVE A FAIR OUTCOME.

What does ideal engagement feel like?



A diverse group of informed citizens in a structured dialogue with leaders present coming together to ~~impact~~ ~~make an~~ impact decisions in a respectful environment.

What is expected of you as an engaged citizen?



Dedicate time to become well-informed, listen to others, be respectful, follow through, and actively participate.

What do you expect in return for your effort?

12.

Effective forums and timely feedback resulting in courses of action that lead to progress, including imaginative solutions.

What does ideal engagement feel like?

13.

IT FEELS LIKE A TRUSTING, PERSONAL COOPERATIVE RELATIONSHIP WHERE EVERY VOICE HAS BEEN HEARD . . .

What is expected of you as an engaged citizen?

13.

Fair Representitive

Support

Civil Discourse

BALANCE NEEDS + DESIRES OF DIVERSE GROUPS

To participate

But to do not citizens need to be added to participate

Civility

Action

participation in areas of concern

That I am Fair 2

That I Listen 2

voicing of opinions, ideas, lessons learned

That I Speak up 2

That I Am Informed 3

pursuit of inclusion

helping others become engaged

as an engaged citizen, I do expect to be able to shape my thought & be heard & respected

I expect... awareness

Serving as a connector and/or resource

MY ACTIONS RESULT IN SUPPORT THROUGH CIVIL DISCOURSE AND FAIR REPRESENTATION

What do you expect in return for your effort?

13.

2 Results

inclusion

To be able to shape the city
Empowered

A community that is inclusive

Plans and movement & on agreed decisions / actions - results -

To be shown that it was heard.

COMMUNITY w/ COMMON INTERESTS EXPRESSED IN VARIOUS WAYS

① Respect

3 Quality / Product

At least Acknowledgment

Respect for opinions

Auditable
Verifyable
Results
- Credible

Value for your involvement

Results 3
Reflect my Views

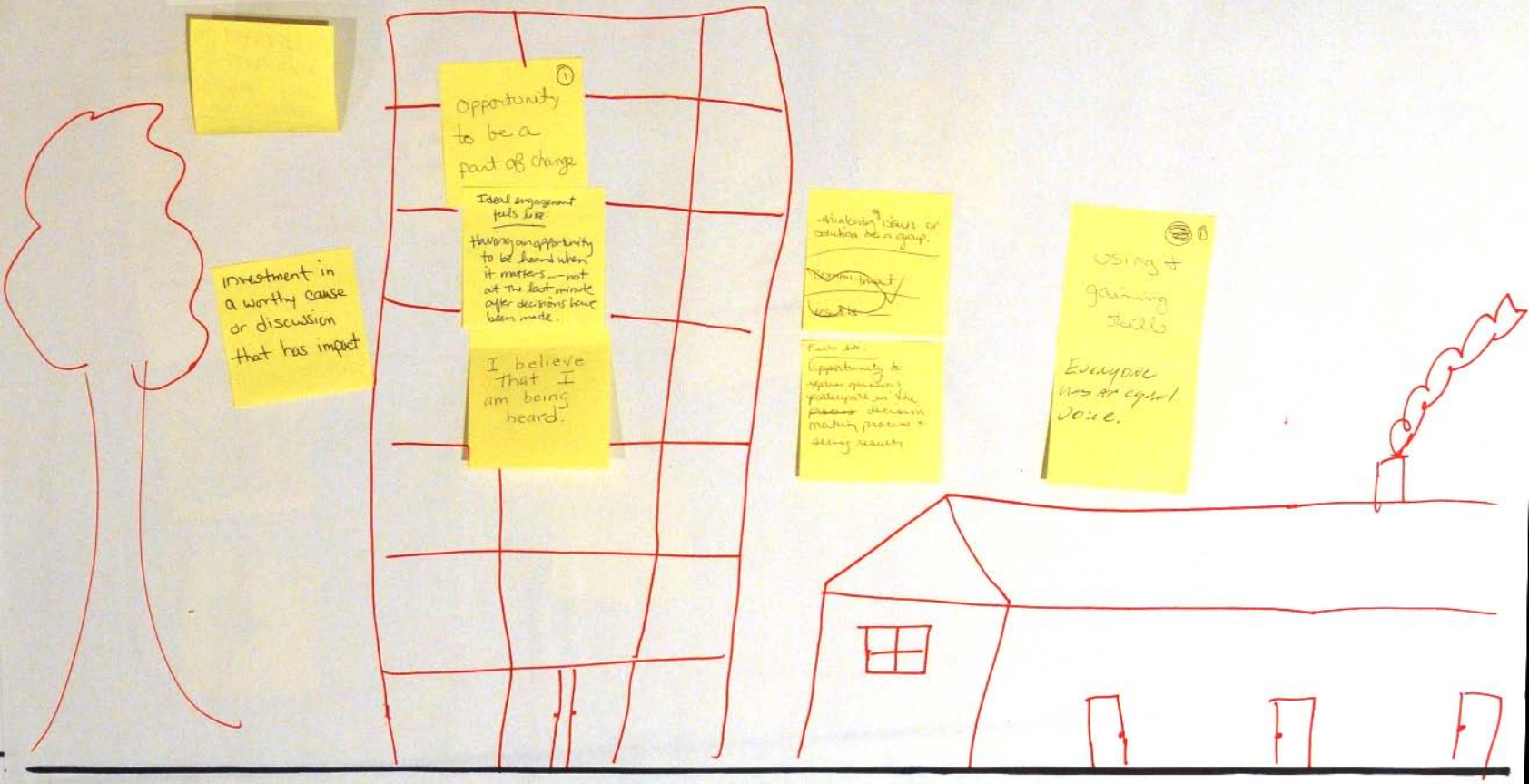
feedback from those whom you are engaged with

I AM Respected

ALL VIEWS (DEMOGRAPHICS) WILL BE REFLECTED + REPRESENTED AND THE PRODUCT WILL BE VERIFIABLE AND CREDIBLE.

What does ideal engagement feel like?

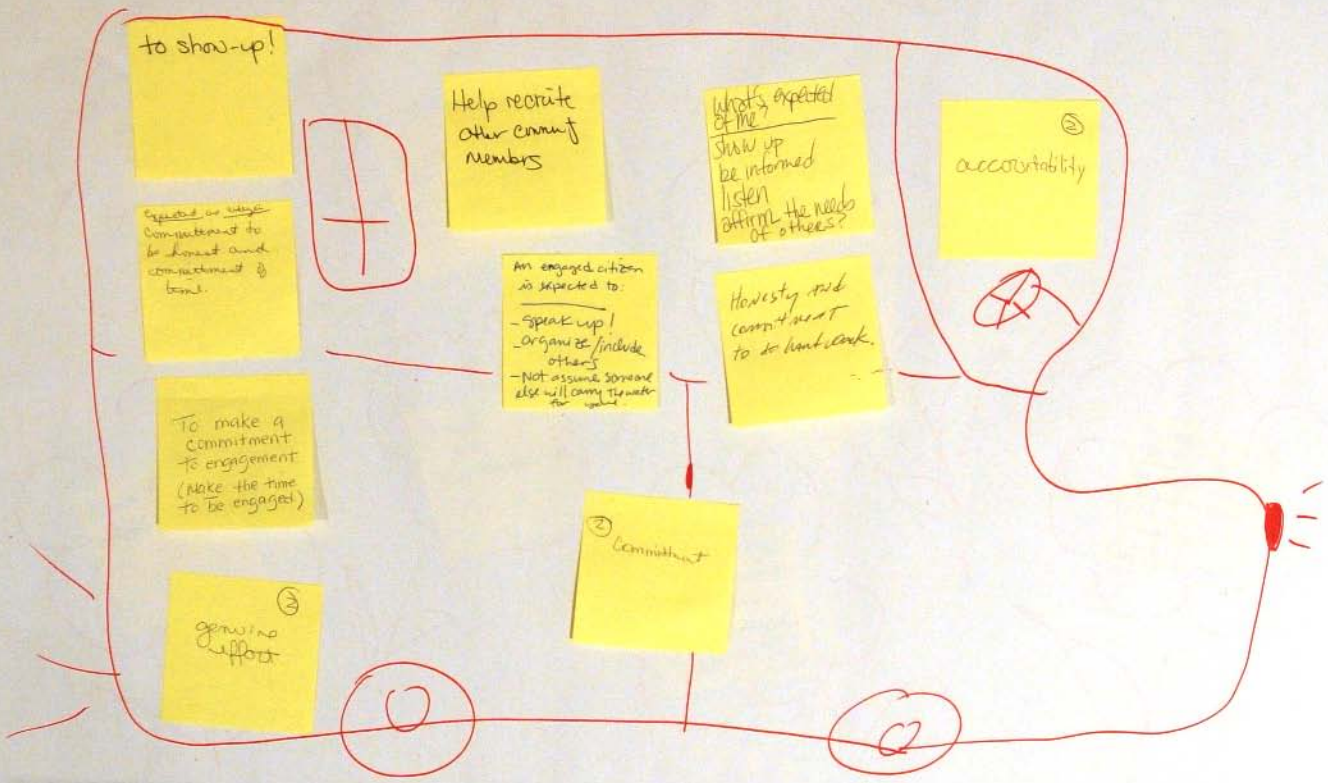
14.



- Legitimate opportunity for everyone to be heard equally and have an impact.
- opportunity to provide your own unique skills and gaining new skills.
- The outcome reflects the participation and input of the participants.

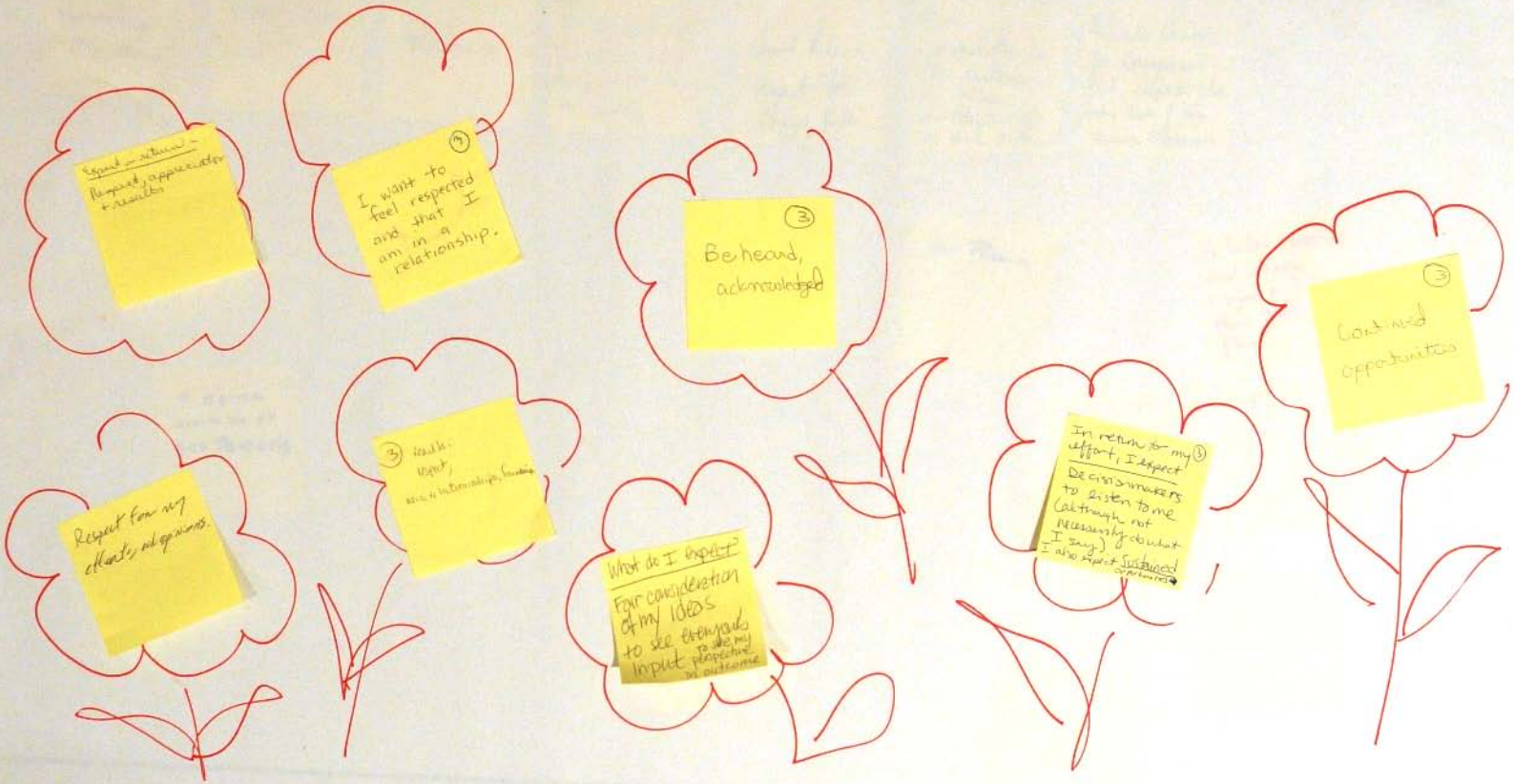
What is expected of you as an engaged citizen?

14.



- To make time and the commitment to actively participate.
- Engage and recruit others.
- Be honest and respectful and accountable.
- Be prepared and informed.

What do you expect in return for your effort?

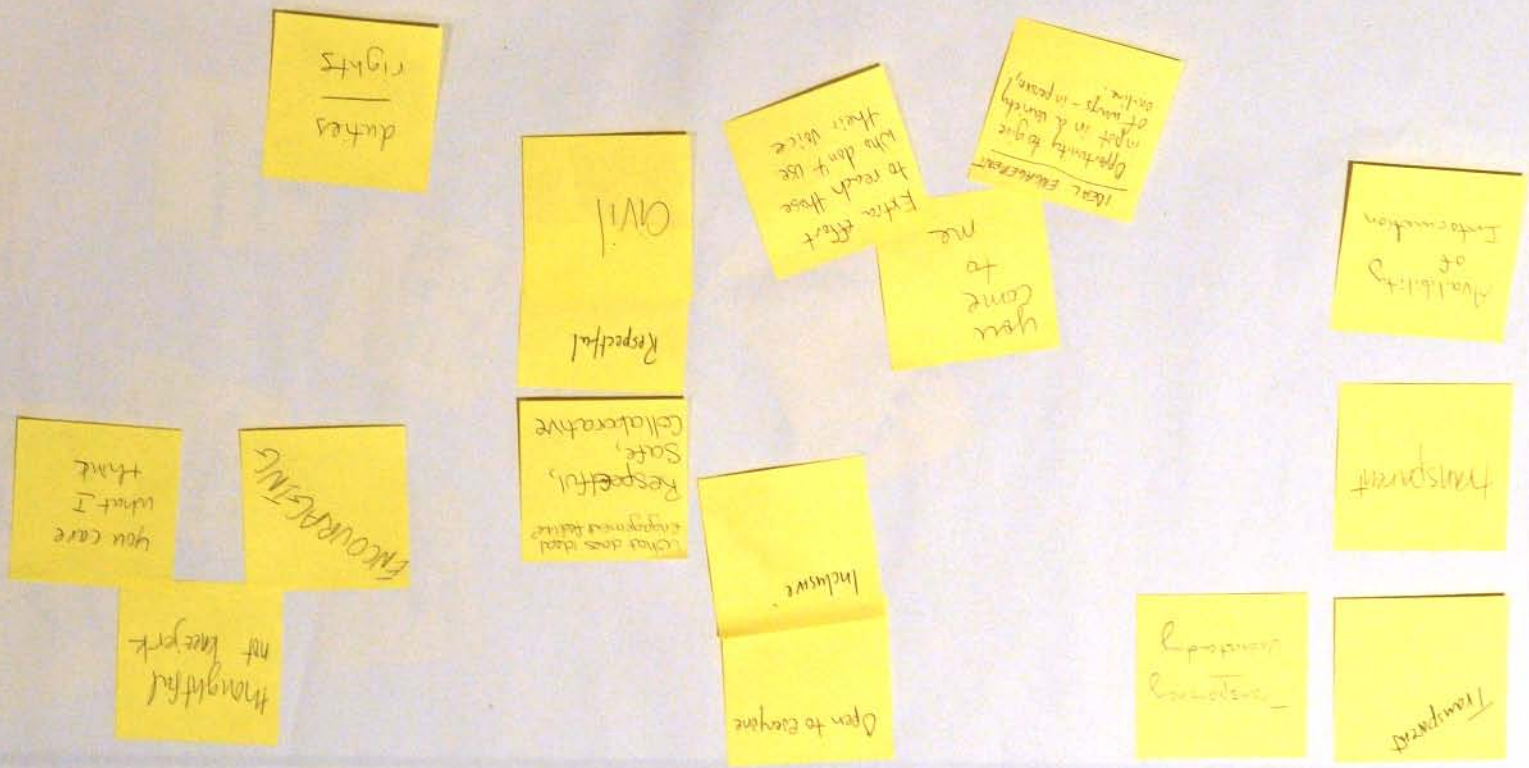


to feel heard and respected, and to see the impact of our effort.

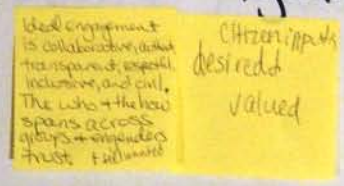
to establish a culture of community wide engagement and develop relationships that last beyond the meetings.

What does ideal engagement feel like?

15.

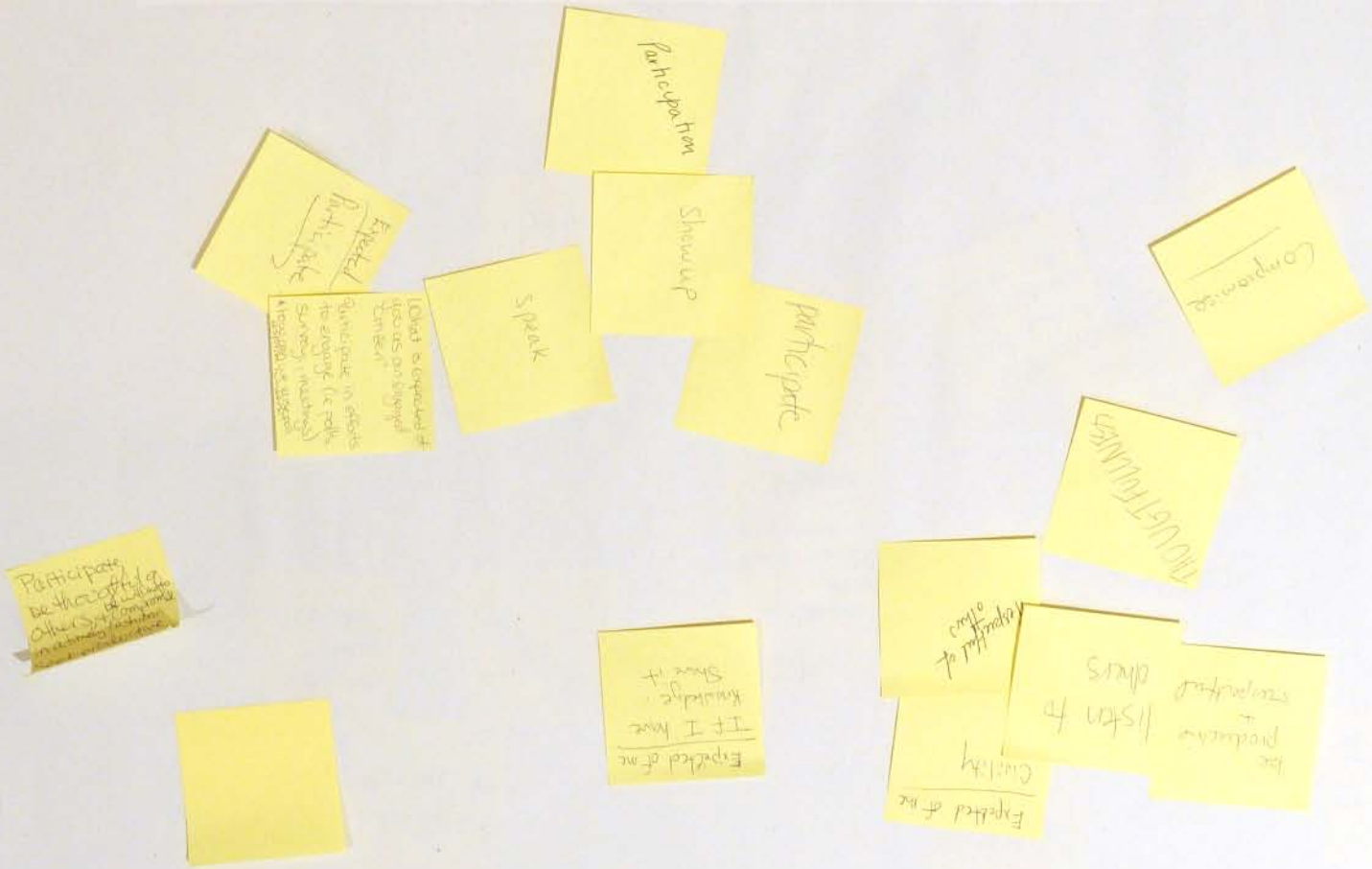


Ideal engagement is collaborative, authentic, transparent, respectful, inclusive, and civil. The who and the how span across groups and engenders trust. Citizen input is desired and valued.



What is expected of you as an engaged citizen?

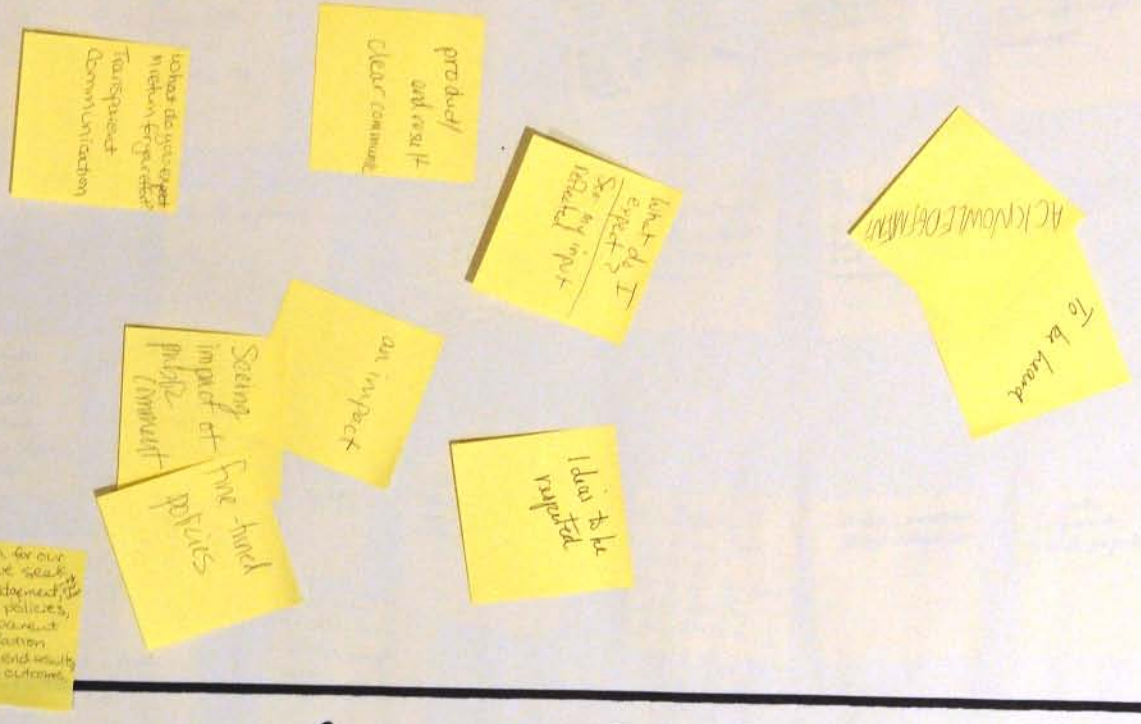
15.



Participate, be thoughtful of others, and be willing to compromise in a timely fashion. Seek productive solutions and listen to others. Seek and share knowledge.

What do you expect in return for your effort?

15.



In return for our efforts, we seek acknowledgement of our ideas, informed policies, and transparent communication regarding end results, products, and outcomes.

What does ideal engagement feel like?

16.

Get past the point where people don't feel heard

Do the hard work before actually making the decision

① People listen - no risk to speaking up

① Fact - Knowing that my Community involvement makes a difference that my contribution is valued

IDEAL ENGAGEMENT SHOULD FEEL THAT WHEN I EXPRESS MY IDEAS + CONCERNS THAT CITY STAFF ACTUALLY LISTENS AND DOES NOT GIVE UP SERVICE - AND THEY DON'T SAY THINGS ARE A FAIT ACCOMPLI -

- ensuring process engaged
- facts and info available
- civil conversation

③ speaking & listening - being heard.
To be honest + vocal.
mutual respect

Not - Decide then ask people.

2. Be Informed

Expected - ② Incorporating Community involvement with our lives whatever way works for ea. Validation of city involvement, solution [illegible]

- listen with open mind
- put yourself in shoes of others

③ To be honest & vocal
To participate in a way that feels meaningful to me & hopefully contributing to others

Idea of docks - idea is nuts - don't build in flow of river - plan goes forward with Docks.

③ Decisions get made based on the input

Ideal engagement: When I can tell the Gov. what I think and when I know they listen

③ Expectation of returning a stronger Community - less or no social problems

- ideas considered and recognized

I would appreciate mutual respect.

Better resolution of difference of opinion

e.g. Waterfront how are they making decisions Do the analysis first.

Don't have to see the city

Get to a finer level of detail

not just listen - listen and act - do

What does ideal engagement feel like?

17.

give & take (1)

Honesty Integrity + transparency by Qu [illegible]

fulfilling inclusive rewarding accomplished

intelligent views heard, recognized, and given pragmatic consideration (1)

TO BE INFORMED
TO BE ACKNOWLEDGED
TO BE PART OF PROCESS (1)

Participation in making decisions caring about the community + people.

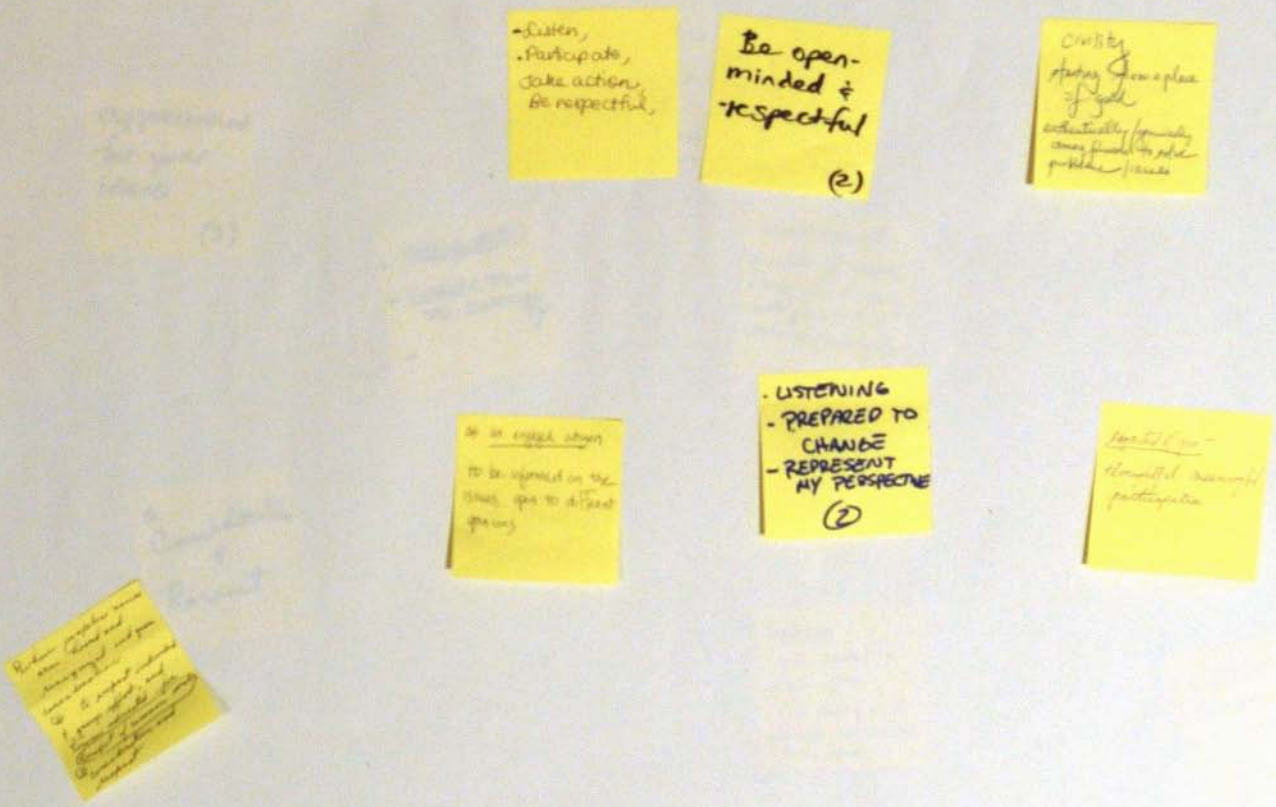
Ideal engagement – mutual respect + transparency, honest + open dialogue

[illegible]

To achieve purposeful participation in an honest, transparent process in advancing a vision of concensus.

What is expected of you as an engaged citizen?

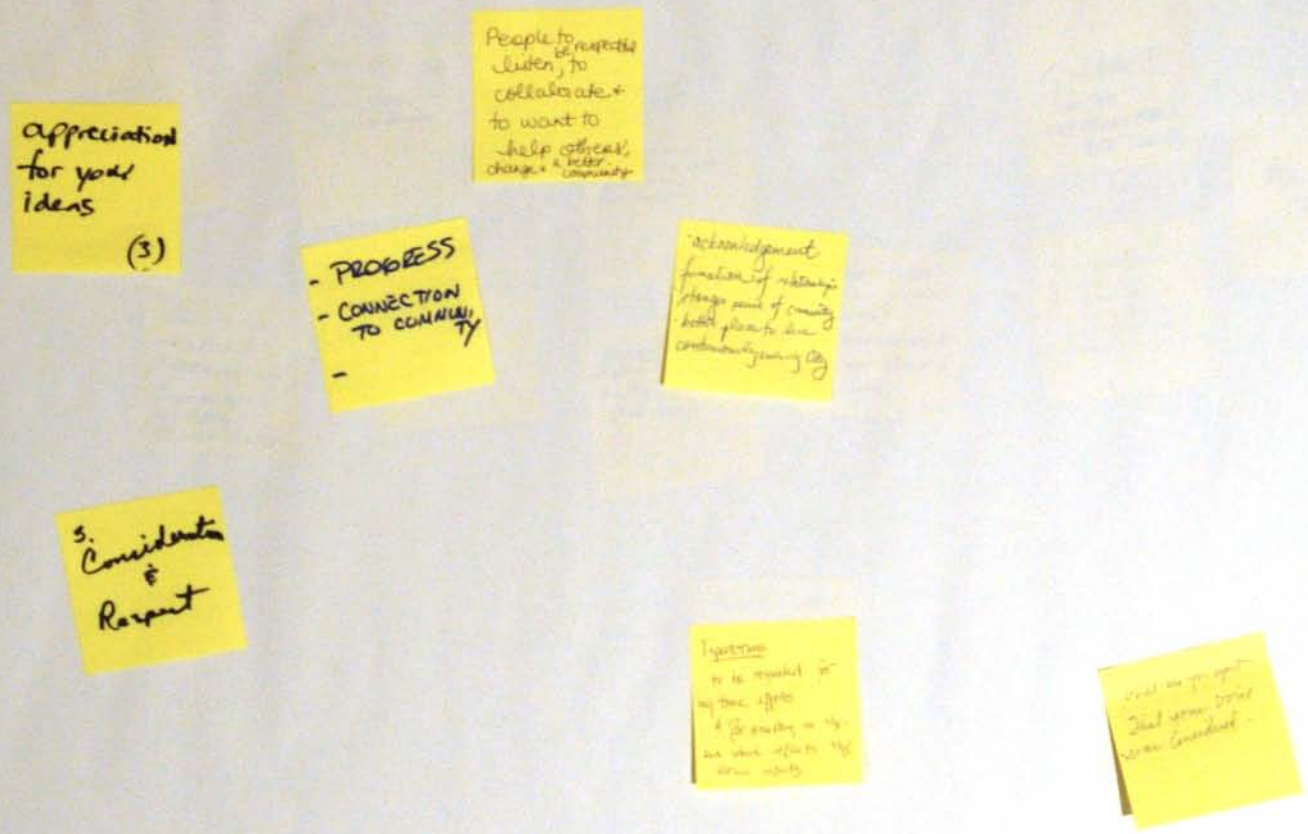
17.



TO COME WELL-INFORMED PREPARED TO LISTEN, PARTICIPATE, BE OPEN TO CHANGE AND RESPECTFUL THROUGHOUT.

What do you expect in return for your effort?

17.



to have our time and efforts appreciated, to have our ideas & opinions considered and respected, and the progress or goal achieved to reflect the input of the participants.

What does ideal engagement feel like?

18.

1) EMPOWERED

2)

① DIVERSITY

① Yummy! Involved Learning Growth

1) one that's equal, unbiased and fair

① Learning & NURTURING RESPECTFUL

#1 Dialogue

① Ideal engagement
- constructive input
- thoughtful consideration

① Progress

SHARED VISION

To be taken seriously

1) My participation really matters

(some times yummy)

IT FEELS WORTHWHILE B/C DIVERSE PEOPLE COME TOGETHER TO LEARN, NURTURE IN A RESPECTFUL AND CONSTRUCTIVE DIALOGUE IN WHICH ALL FEEL PARTICIPATION MATTERS.

What is expected of you as an engaged citizen?

18.

I WOULD BRING THE FOLLOWING THINGS TO THE TABLE:

- IDEAS & CONTRIBUTION
- HONESTY & CONSTRUCTIVE ~~FEEDBACK~~
- FAIRNESS & UNDERSTANDING
- CIVILITY & RESPECT
- INTEGRITY
- WELL INFORMED OPEN MIND
- INVOLVEMENT (PROACTIVE & REACTIVE)
- GOOD LISTENING

What do you expect in return for your effort?

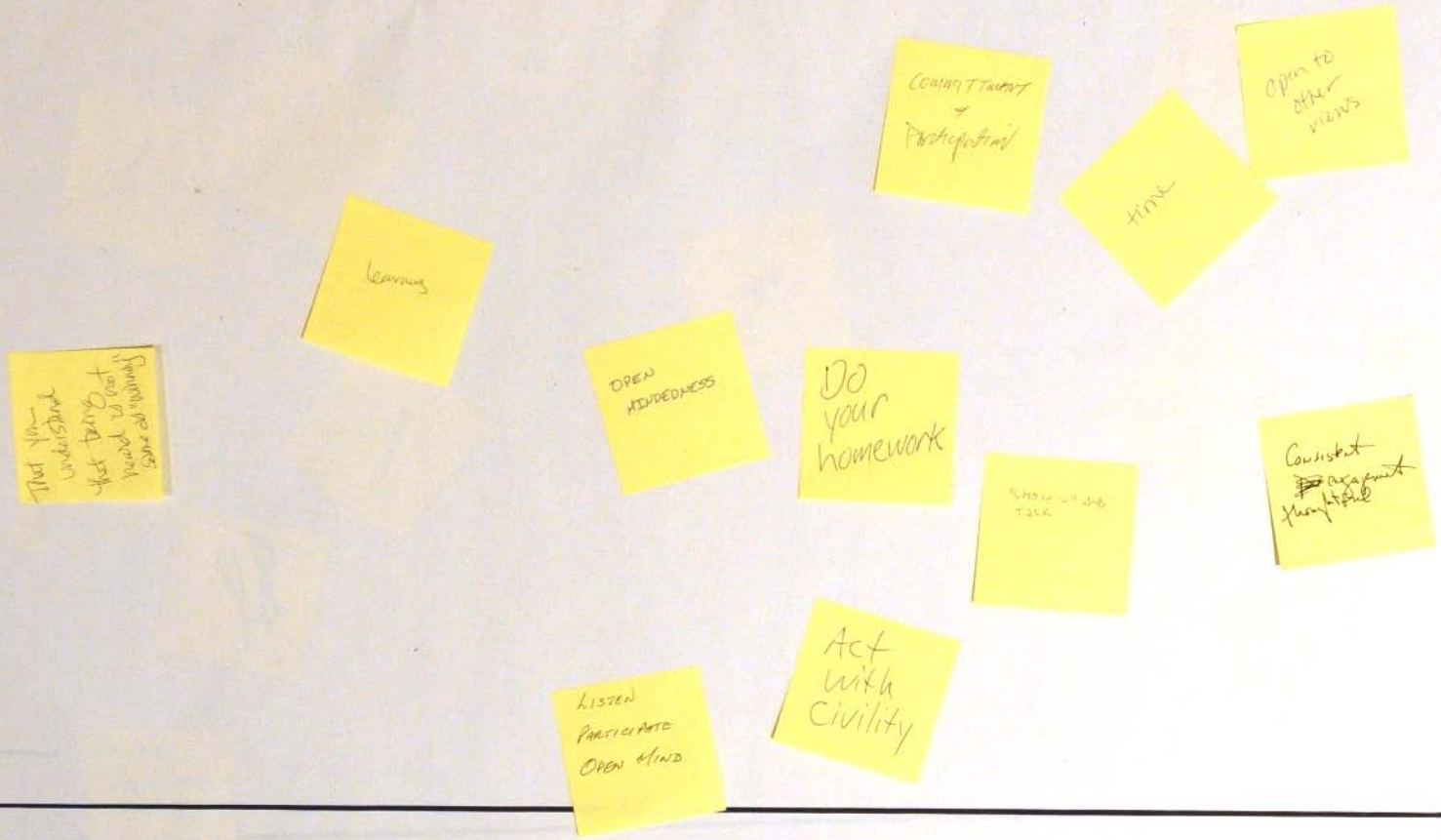
18.

In return for my (our) effort, we expect respect, to be heard, to have an impact, & to see progress, resulting in a local government that works.

We also expect to ~~grow~~ individually & gain new ideas.

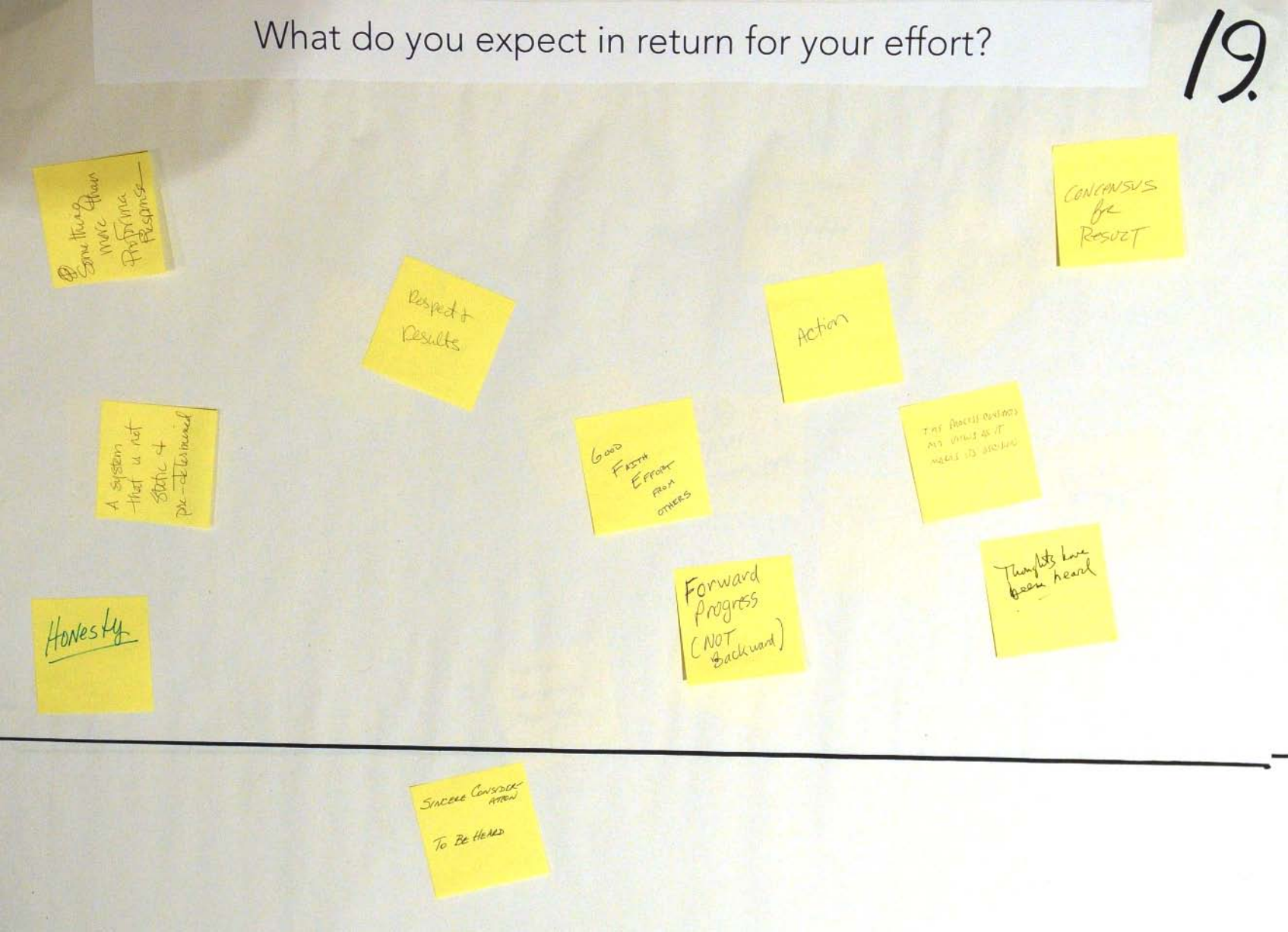
What is expected of you as an engaged citizen?

19.



What do you expect in return for your effort?

19.



20.

#1 What does ideal engagement feel like?

feeling of satisfaction ①

WHAT DOES IDEAL ENGAGEMENT FEEL LIKE?
- MY IDEAS ARE HEARD AND THOUGHTFULLY RESPONDED WITH A CLEAR COURSE OF ACTION

Process must be built on Integrity ①

Energizing Dialogue (vs one way)

They Must Truly Listen ①

Looking that your opinion is valued and open up to voicing it.

FIELD TRIP

① Respect Trust Seriousness

Thoughtfully respect, dialogue vs one-way conversation

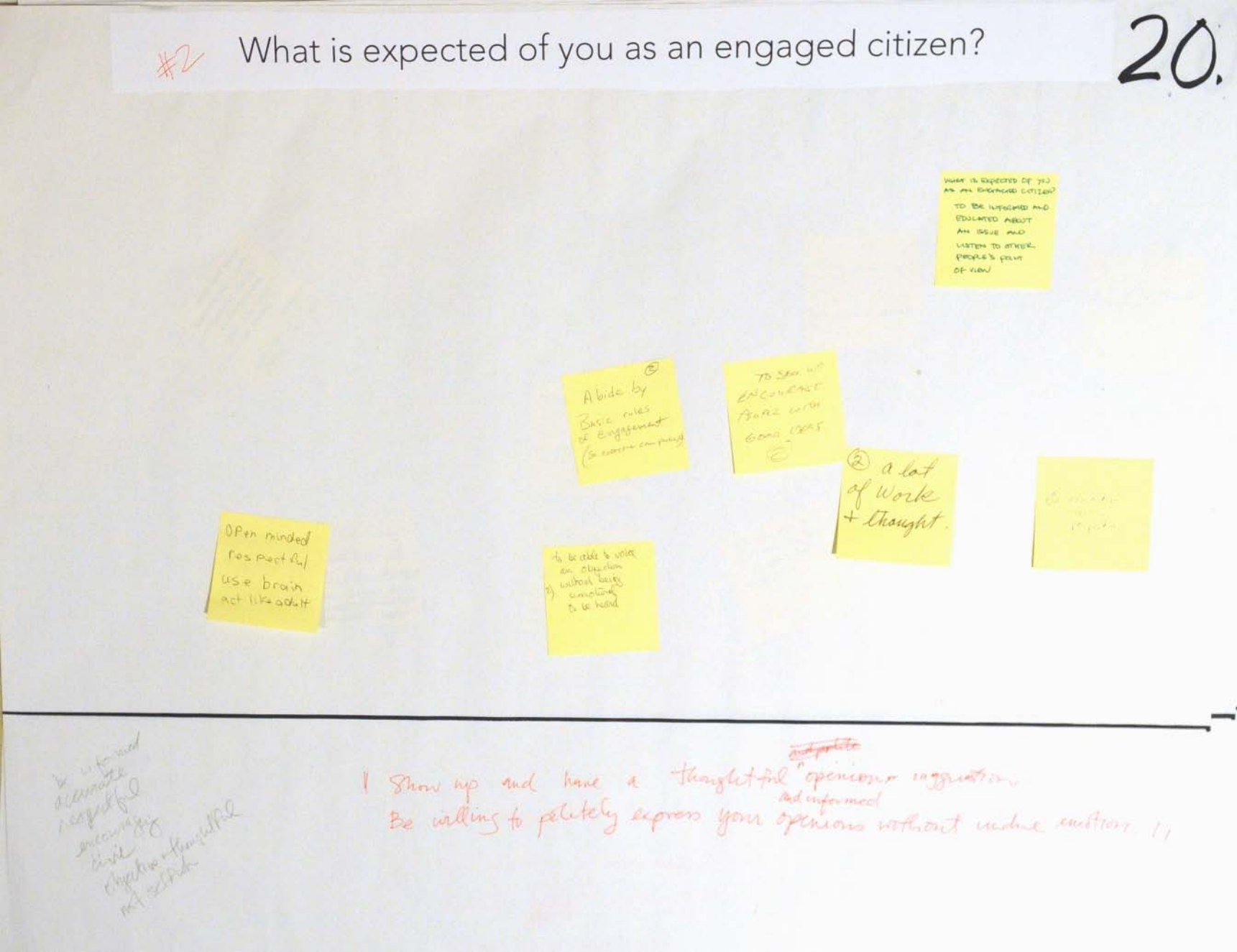
trust is productive

listening + trusting each

"To know that you are heard, and that you can make a difference and ~~[illegible]~~ that ~~you~~ there is mutual trust."

#2 What is expected of you as an engaged citizen?

20.



WHAT IS EXPECTED OF YOU AS AN ENGAGED CITIZEN?

TO BE INFORMED AND EDUCATED ABOUT AN ISSUE AND LISTEN TO OTHER PEOPLE'S POINT OF VIEW

(2) Abide by Basic rules of Engagement (So everyone can pursue)

TO SEEK UP ENCOURAGE PEOPLE WITH GOOD IDEAS (2)

(2) a lot of Work + thought.

Open minded respectful use brain act like adult

to be able to voice an objection without being emotional to be heard

be informed accurate respectful encouraging civil objective + thoughtful not selfish

I Show up and have a thoughtful ~~and polite~~ "opinions" suggestion.
Be willing to politely express your opinions and informed without undue emotion !!