



# Citizens' Councils

Tapping into the wisdom and creativity of “ordinary people”



# The Rainbow of Participatory Democracy



Great to see the  
“deliberative wave”  
spreading...



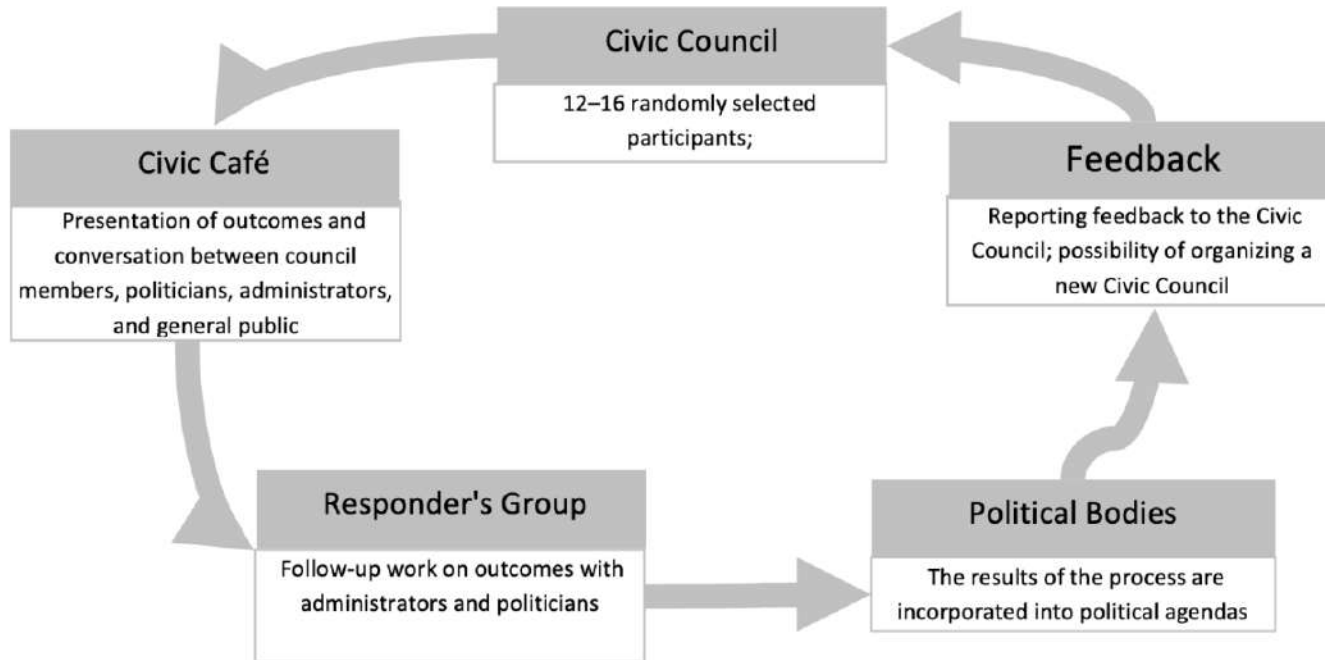
**Innovative Citizen  
Participation and New  
Democratic Institutions**

CATCHING THE DELIBERATIVE WAVE





- Designed to address community issues in a relatively quick and inexpensive manner, strengthening community ties along the way.
- A distinguishing feature is Dynamic Facilitation, which creates a safe place for everyone to express themselves, leading to openness, inclusion, and creative solutions.



From Hellrigl, M. & Lederer, M. (2014). *Wisdom Councils im öffentlichen bereich (Wisdom Councils in the public sector)*, in R. Zubizarreta and M. zur Bensen, (Eds.). *Dynamic Facilitation: Die erfolgreiche moderations-methode für schwierige und verfahrenre situationen* (pp. 150-162). Beltz Verlag. English translation at <<http://tinyurl.com/zklusgg>>




## Landesweite Bügerräte in Vorarlberg:

- Zukunft Landwirtschaft (2019)
- Mobilitätskonzept Vorarlberg (2018)
- Umgang mit Grund und Boden (2017)
- Jugend - Zukunft - Chancen (2016)
- Asyl- und Flüchtlingswesen (2015)
- Region der Zukunft (2013)
- Zukunft Bildung (2013)
- Gute Nachbarschaft (2012)
- Wohlstand, Wachstum, Lebensqualität (2012)
- Lebensqualität (2011)
- „Was brennt?“ (2011)

### **DOKUMENTATION**

Bürgerrat Mobilitätskonzept Vorarlberg  
Juli 2018



“We believe that the disposition toward social cooperation that exists across broad sections of society should be further strengthened by [...] participatory processes that harness the human capacity for empathy, trust, and cooperation [...] as well as our desire for communal relationships.

Patrizia Nanz and Claus Leggewie, *No Representation without Consultation: A citizens' guide to participatory democracy* 2019, p.56

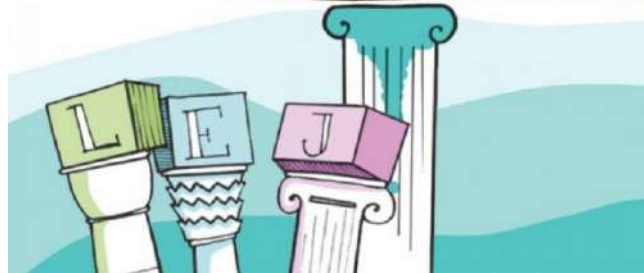


# NO REPRESENTATION WITHOUT CONSULTATION

*a citizen's guide to*  
PARTICIPATORY DEMOCRACY



by PATRIZIA NANZ and CLAUS LEGGEWIE  
*Translated by DAMIAN HARRISON with STEPHEN ROCHE*



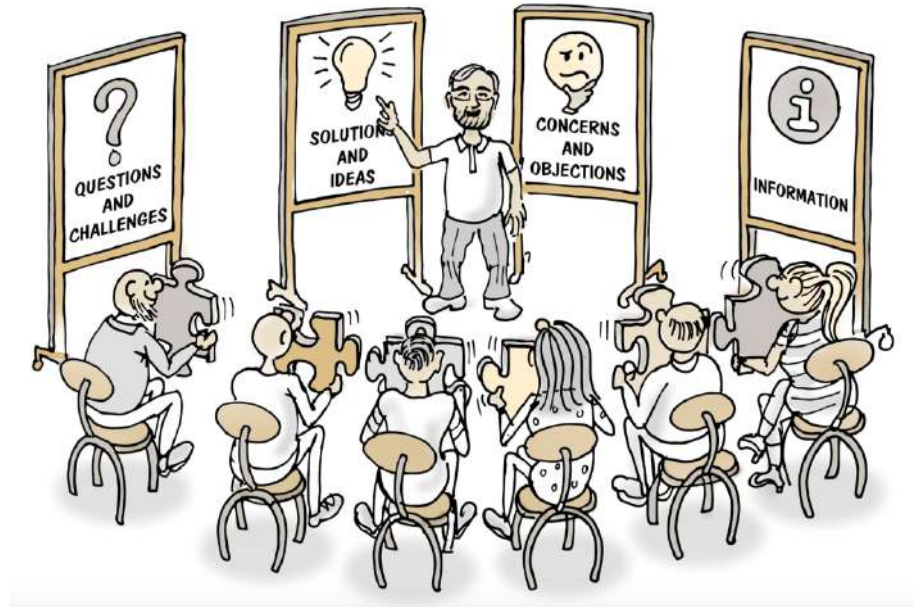


# Success Factors for Citizens' Councils

- Willingness on part of sponsors to engage in a process with an open-ended outcome, and still commit to implementing *at least some* of the recommendations;
- The Dynamic Facilitation process creates psychological safety through empathy and reflective listening, and thus
  - generates greater openness to different perspectives and
  - elicits creativity.

# History of Citizens' Councils

- Were inspired by the “Wisdom Council” format developed by U. S. consultant Jim Rough, as a way to apply Dynamic Facilitation (DF) to large systems.
- Jim Rough developed DF while working as a Total Quality Improvement consultant with shop-floor workers at a sawmill in the Pacific Northwest.



## History of Citizens' Councils, cont.

- Vorarlberg's Büro für Zukunftsfragen (Office of Future-Related Issues, or OFRI) developed the Wisdom Council model further, and renamed it "Bürgerrat".
- Sometimes we have called this Austrian model the "Civic Council", to honor the adaptations that OFRI made to the original model.
- With the OECD report, we are now calling it the "Citizens' Council".

The DF-based Wisdom Council also has significant applications for workplace democracy.



A randomly-selected group from a larger organization is able to surface “organizational elephants” in a creative and effective manner.

## How can these processes accomplish so much in such a relatively short time?

- By working with empathy to build psychological safety, people are able to be more authentic and bring both mind & heart to the work
- This safety allows people's natural brilliance to emerge, and the group to enter into a creative flow
- By welcoming initial solutions from the beginning (without any rush to decision!) we work *with* the energy of participants' natural meaning-making process

## Dynamic Facilitation is an open-source process

- We are doing our best to give it away! Some people are able to begin practicing from simply reading the manuals.
- If you are already familiar with the Empathy Circle format, you can build on those skills.
- If there is interest, we are now able to offer online workshops.

FROM  
CONFLICT  
TO  
CREATIVE  
COLLABORATION



*A User's Guide to Dynamic Facilitation*

WITH FOREWORD BY PEGGY HOLMAN

ROSA ZUBIZARRETA

Rosa Zubizarreta  
Matthias zur Bonsen (Hrsg.)

## Dynamic Facilitation

Die erfolgreiche Moderations-  
methode für schwierige  
und verfahrenere Situationen

2. Auflage



462 x 500



BELTZ


## LA FACILITACIÓN DINÁMICA

DIVERSIDAD DE  
PERSPECTIVAS  
COMO FUENTE DE  
ENERGÍA Y  
CREATIVIDAD



ROSA ZUBIZARRETA

CON ARTÍCULOS DE JIM ROUGH

- 
- What interests you or resonates with you?
  - What questions do you have?
  - How might this be useful to you in your work?
- 