



Toolsheet contents

The most important thing to remember when selecting methods is that different tools will be best suited to different engagement objectives, different activities, and the different kinds of people and stakeholders you wish to include. Being creative is encouraged! Adapt tools to suit your own circumstances. Tools can be modified and used in a variety of different ways.

Three tables are included here to help you select the most appropriate tools when planning your public engagement:

- **Table 1** shows the suitability of each of the tools at different levels of engagement.
- **Table 2** indicates the different stages in the engagement process where tools may be most useful.
- **Table 3** sorts the tools according to the form that they take and the stakeholder groups likely to be most responsive to them.

The rankings and recommendations are based on evidence and experience from forest managers, environmental organisations and the authors.

- ★★★ Highly suitable
- ★★ Very suitable
- ★ Suitable

Only four levels of engagement (inform, consult, involve, partnership) have been indicated in the contents tables and toolsheets. The assumption is that the fifth level of engagement ('empower') grows out of partnership and is the stage at which the intervention of the external forest manager is very limited. An 'empowered' public or community will therefore be leading the engagement process. We have not indicated tools to use at this stage as choices would be made by the public or community groups themselves.

There is plenty of evidence to show that different stakeholders and sections of the public respond to engagement methods in different ways. For example, some people are intimidated by debating issues in large public groups, so smaller groups and face-to-face contact could be more appropriate; visual methods can help people with different degrees of language and literacy skills to take part more easily; and people who do not have computer skills may need more time and support to be able to use internet and computer-based methods. Table 3 is designed to help select tools keeping these issues in mind. Further information can be found in the Resources Section A on diversity and equality at the end of the Introductory booklet for the toolkit.

Table 1

Finding tools suited to different forms of engagement.

Toolsheet	Inform	Consult	Involve	Partnership
Advertisements	★★			
Advisory committee		★	★★★	★
Briefings	★★	★		
Census & demographic data	★			
Citizens' jury		★★	★★★	★
Community issue groups		★★	★★★	
Consensus building		★	★★	★★★
Co-View		★	★★	★★★
Delphi surveys			★★	★
Design charrette			★★★	★
Direct observation		★		
Displays	★★	★		
Electronic democracy	★	★★	★	
Events	★★	★★		
Focus groups		★★	★	
Forums		★★	★★	
Head, heart, bag, bin		★★	★★	★
Interactive displays	★★	★		
Internet surveys		★		
Interviews		★★		
Ladder of change		★★	★★	★★
Leaflets	★★	★		
Media	★★			
Newsletters	★★★			
Newspapers	★★			
Nominal group technique		★★	★★★	★
One-to-one contact	★★	★★	★	
Open house	★★	★★		
Open space		★★	★★	
Participatory appraisal		★★	★★★	★★
Participatory budgeting		★	★★	★★★
Participatory GIS		★	★★	★★★
Partnerships				★★★
Planning for Real	★	★★★	★★★	
Presentations	★★	★		
Public hearings	★★	★		
Public meetings	★★	★		
Questionnaires		★★		
Response cards		★		
Scenario building		★	★★	★★★
Secondary data	★★			
Shared decision-making				★★★
Site visits	★★	★★★	★★	
Small informal meetings	★★	★★★	★	
Staffed displays	★★	★★		
Stakeholder analysis		★	★★	★★★
Surgeries	★	★★	★	
Surveys		★		
Task force		★	★★★	★
Telephone hotlines	★	★		
Telephone surveys		★		
Television and radio	★★			
Trade-off analysis			★★	★★★
Unstaffed displays	★★	★		
Visioning		★	★★	★★★
Websites	★★★	★		
Working groups		★★	★★★	★★
Workshops		★★	★★★	★★

Table 2

Finding tools suited to different stages in the engagement process.

Toolsheet	Groundwork (scoping and context)	Planning and designing	Implementing	Evaluating and assessing	Ending
Advertisements			★★		
Advisory committee	★★			★★	
Briefings		★★	★★		
Census & demographic data	★★				
Citizens' jury		★★	★★		
Community issue groups		★★	★★	★	
Consensus building		★★★	★★		
Co-View		★★★	★★		
Delphi surveys	★	★★		★	
Design charrette		★★★	★★		
Direct observation	★				
Displays		★★	★		★★
Electronic democracy		★★		★★	
Events			★★★		★★★
Focus groups		★★	★★	★★	
Forums	★	★★	★	★★	
Head, heart, bag, bin				★★★	
Interactive displays		★★	★★	★	★★
Internet surveys	★★	★		★★★	
Interviews	★	★		★★★	
Ladder of change				★★	
Leaflets		★	★★★		★★
Media		★	★★★		★★
Newsletters			★★		★★★
Newspapers	★	★	★★★		★★★
Nominal group technique	★	★★★			
One-to-one contact	★★	★★			
Open house	★	★★			★★
Open space		★★★	★★★		
Participatory appraisal	★	★★★		★★★	
Participatory budgeting		★★★	★★★		
Participatory GIS	★	★★★	★★		
Partnerships		★★★	★★★	★★	
Planning for Real		★★★			
Presentations		★★			★
Public hearings		★★★	★★		
Public meetings	★	★★		★★	★
Questionnaires	★	★		★★★	
Response cards	★	★		★	
Scenario building		★★★	★★		
Secondary data	★★				
Shared decision-making		★★★			
Site visits	★★	★★	★★★		★★
Small informal meetings	★★	★★		★★	
Staffed displays		★★★			
Stakeholder analysis	★★★	★★★			
Surgeries		★★			
Surveys	★	★		★★	
Task force		★★★	★★★		
Telephone hotlines		★★	★★		
Telephone surveys	★	★★		★★	
Television and radio		★			★★★
Trade-off analysis		★★★			
Unstaffed displays		★★			★
Visioning		★★★	★★★		
Websites		★	★	★★	★
Working groups		★★★	★★★		
Workshops	★	★★★	★★★		

Table 3

Finding types of tools suited to different stakeholder preferences.

Toolsheet	Visual	Face-to-face	Group debate	Public debate	Computer-based/internet	Presentation
Advertisements	★★				★★	
Advisory committee			★★			
Briefings						★★
Census & demographic data	★					★
Citizens' jury			★★			
Community issue groups			★★★			
Consensus building				★★★		
Co-View				★★★		
Delphi surveys		★★				
Design charrette			★★	★★		
Direct observation	★					
Displays	★★					
Electronic democracy					★★★	
Events	★★★					
Focus groups			★★★			
Forums						
Head, heart, bag, bin		★★★	★★	★		
Interactive displays	★★				★★	
Internet surveys					★★★	
Interviews		★★★	★★			
Ladder of change	★★★					
Leaflets	★★					
Media	★★★					
Newsletters	★					
Newspapers	★					
Nominal group technique			★★★	★★		
One-to-one contact		★★★				
Open house	★★		★★			★
Open space			★★★	★★★		
Participatory appraisal			★★	★★		
Participatory budgeting			★★★	★★★		
Participatory GIS	★★★					
Partnerships			★★★	★★★		
Planning for Real	★★		★★★	★★★		
Presentations						★★★
Public hearings				★★★		
Public meetings				★★★		
Questionnaires		★★				
Response cards	★	★★				
Scenario building			★★★	★★★		
Secondary data	★				★	
Shared decision-making			★★★	★★★		
Site visits		★★				
Small informal meetings		★★	★★★			
Staffed displays		★★				
Stakeholder analysis	★		★★	★★★		
Surgeries		★★★				
Surveys		★★				
Task force			★★★			
Telephone hotlines		★★				
Telephone surveys		★★				
Television and radio	★★★					
Trade-off analysis			★★★	★★★		
Unstaffed displays	★★					
Visioning	★		★★★	★★★		
Websites	★					
Working groups			★★			
Workshops			★★★	★★★	★	★