

Involving residents in sustainable development work

HANDBOOK

Case: the City of Espoo's Future Workshop for Sustainable Development (TUPA) project.



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Background to and a short description of the Future Workshop for Sustainable Development (TUPA) project

Espoo's strategy, or the Espoo Story, contains several objectives related to resident-based and customer-oriented approach. The first value and operating principle of Espoo is a resident-based and customer-oriented approach, and the Espoo Story emphasises the involvement of residents and the entire Espoo community. The Sustainable Espoo programme is a cross-administrative development programme that supports the implementation of the sustainability and climate objectives of the Espoo Story. The programme's steering group includes representatives from each city sector and the Council. Achieving the objectives of the programme requires a resident-oriented approach to and participation in sustainable development work, which is both a means of sustainable development and its goal. There are no sustainable cities without involving the residents, democracy and the opportunity for them to influence their future.

As part of the Sustainable Espoo programme, the Future Workshop for Sustainable Development (TUPA) project strengthened the resident-based approach and inclusion of sustainable development work in Espoo. The project developed and tested a new model of resident inclusion, in which a number of residents from different backgrounds solved sustainability challenges together with the city's operators. The objective is to better integrate the voice of residents into the sustainable development work done by Espoo, to better view the goals from the residents' perspective, to establish the resident-inclusion model and to scale it for wider use both nationally and internationally. The coaching provided in the project

also strengthened the city personnel's competence in using methods of inclusion.

Read more at www.espoo.fi/en/kestava-kehitys/future-workshop-sustainable-development-tupa

Who is this handbook for?

The handbook is intended especially for the development of inclusion in municipalities and cities, but anyone involved can benefit from the handbook.





Cooperation and its purpose

Espoo wants to be a forerunner in sustainable development

Espoo serves as a global example in achieving the UN Sustainable Development Goals and aims to become carbon neutral by 2030. There are no sustainable cities without involving the residents.



Espoo promotes sustainable development together with European cities, for example in the EU Mission 100 carbon-neutral and smart cities and in the Alliance project.



Cooperation with residents during the project in a nutshell

We gathered a diverse group of residents called the sustainable development resident partner group.



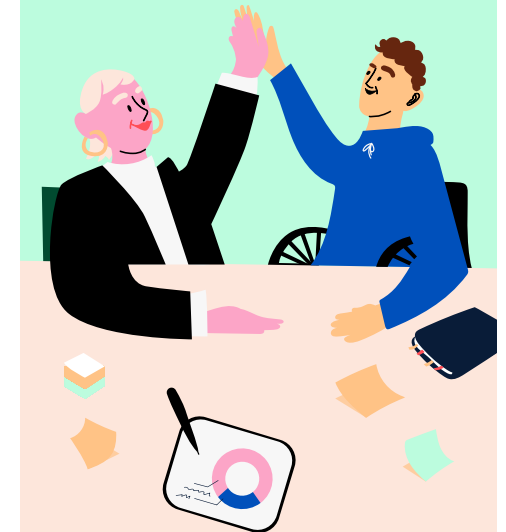
The group came together in eight workshops on different themes of sustainable development. The workshops were organised in locations related to the theme.



Between the workshops, residents were given voluntary "Green Handprint" challenges that encouraged them to implement sustainable development in their own lives and to spread the word.



The results of the workshops were made available to the city's units and presented to the steering group of the Sustainable Espoo programme.



Purpose of cooperation

Co-learning

In the workshops, we heard expert presentations and learned more about the different themes of sustainable development together.



Increasing understanding

Through dialogue, shared understanding increased both among residents and between residents and city employees.



Link to the city's work and decision-making

The residents' perspectives and ideas were taken into consideration in the planning of the city's sustainable development work and in supporting decision-making in the Sustainable Espoo Programme.



Handprint work

Through the group, residents became empowered to act as active agents of change in their own lives and to spread the word of sustainable development in their own networks.



Objectives and indicators

1.

Developing a new inclusion model and experimenting with it in sustainable development work

2.

Making the residents' voice heard better in sustainable development work

3.

Increasing awareness of and commitment to sustainable development work

4.

Increasing the competence of personnel (and residents) in participatory methods

5.

Establishing a new model and scaling it for more extensive use



1. Indicator: The model has been developed and the experiment implemented.

How: Final project report.

2. Indicator: The resident group's trust in action taken by the city

How: A survey for residents at the beginning and end of the workshops.

2.1 The Sustainable Espoo steering group's experience of making the residents' voice heard

How: Consulting the Sustainable Espoo steering group at the end of the project.

3. Indicator: Residents' experiences of learning in workshops

How: A question in the feedback survey for each workshop.

3.1 Residents' experience of whether workshops introduced new ideas to promote sustainable development in their own lives and networks

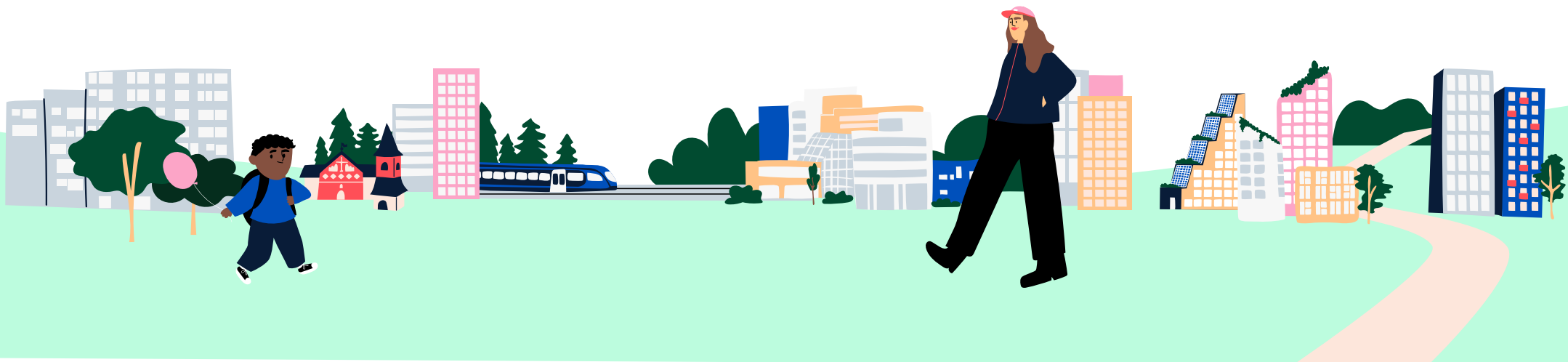
How: A question in the feedback survey for each workshop.

4. Indicator: Experience of the employees participating in the training about the training and their willingness to use the methods in their work in the future

How: A survey for the participants of coaching programmes.

5. Indicator: A workbook has been created and communicated extensively nationally and through international cooperation

How: The workbook is completed and translated into English. We have communicated on the project through external and internal communication channels, a closing event was held and the project was presented at international cooperation events.



Resident panel activities are a good addition to sustainable development work

The new resident inclusion model tested in the project in the development of the city's sustainable development work aligns with the resident panel for the most part. Regular cooperation with the resident group, especially in the themes of sustainable development, makes it possible to apply the principles of deliberative democracy and reflect on the future together with the residents:

Deliberative democracy

The complexity and multi-perspective nature of sustainable development require knowledge and understanding. In the TUPA project, the aim was to increase these by means of expert presentations and material distributed in advance. In the workshops, residents held discussions based on expert information, highlighting different perspectives as equal and mutually respectful participants.

Reflecting on the future

Major global changes, such as urbanisation, digitalisation and diminishing carrying capacity of nature, as well as other changes taking place in the operating environment, often raise questions and concern among residents on how the city will change and how the changes will affect them. The TUPA project focused particularly on a forward-looking, proactive and constructive work approach to co-creation, as future-oriented thinking is an important part of today's work, and the decisions made and actions taken today will affect the future.

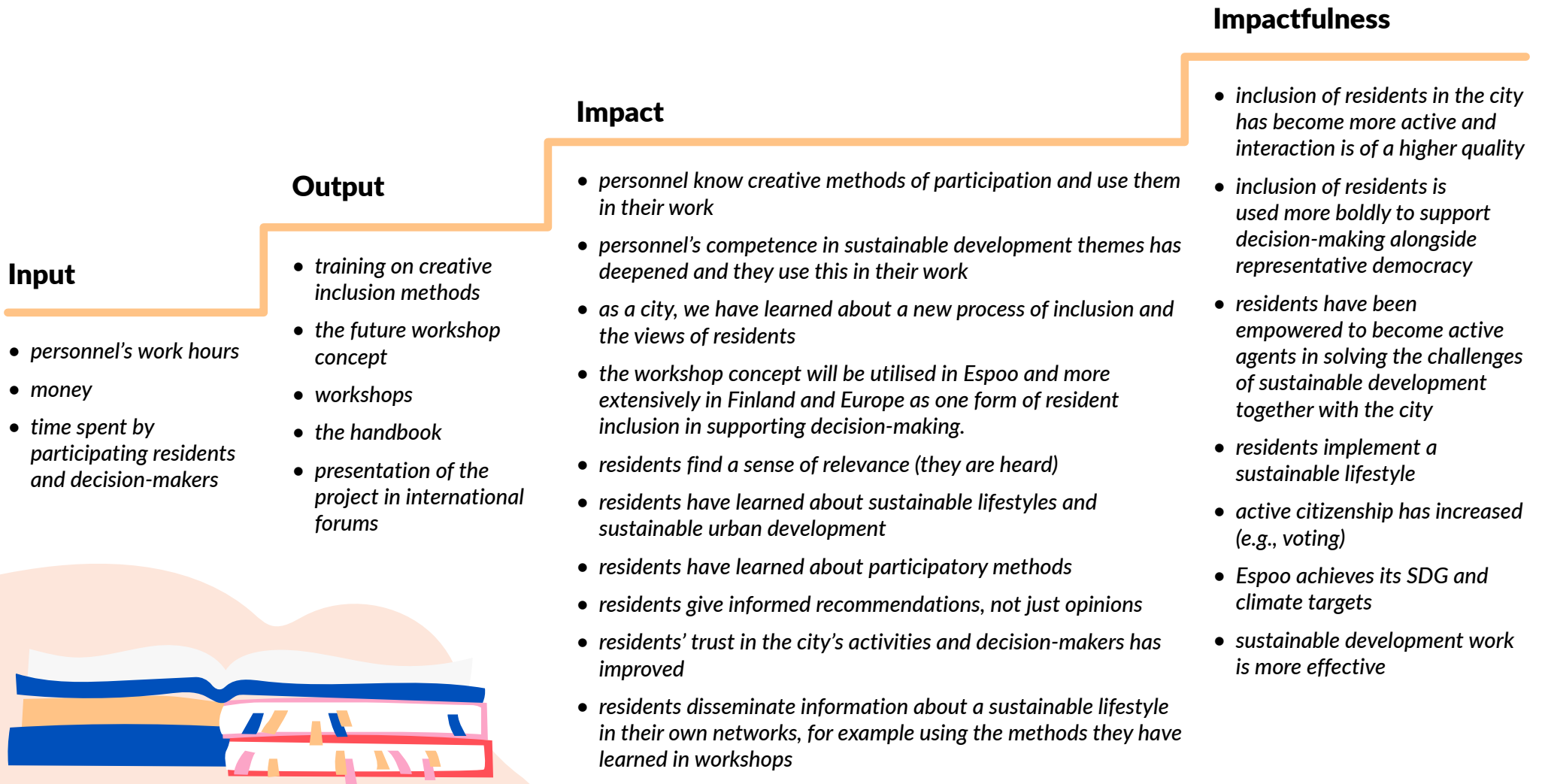


The background is a dark teal color. It features a large, faint, light-teal geometric design. This design consists of a square frame with rounded corners. Inside the frame, there are several concentric circles and a large, stylized 'Q' shape that overlaps with them. The text 'Planning and preparation' is centered in the middle of the image in a white, bold, sans-serif font.

Planning and preparation

Impact-oriented planning

To improve the impact of the project, consideration was given to what kind of longer-term societal change the experiment aims to achieve and what kind of routes or chains should be used to achieve it. As a result of the work, impact targets were set for the project and suitable indicators were defined for them.



Group formation, selection criteria, information event

Participants were sought through an open application process. The selection of the resident group emphasised a heterogeneous nature of the group. We also wanted the group to represent Espoo as well as possible in a smaller scale. However, the group members were expected to be at least 18 years old, interested in the themes of sustainable development and have the opportunity to participate in workshops 6–8 times during the project.

When the resident application was open, an open information event was organised remotely, in which the participants had the opportunity to hear and ask more about the project.

Twenty-five members and a few deputies were selected in the resident partner group. A preliminary survey was carried out for the selected group to map out their expectations and wishes. (Survey attached, see [page 47](#).)

The selection criteria for the heterogeneous group were age, education, language, employment status, gender and residential area. In addition, they were asked about participation in organisations and Espoo institutions, the possibility of committing to workshops, and a brief justification for why the applicant wanted to join the group.



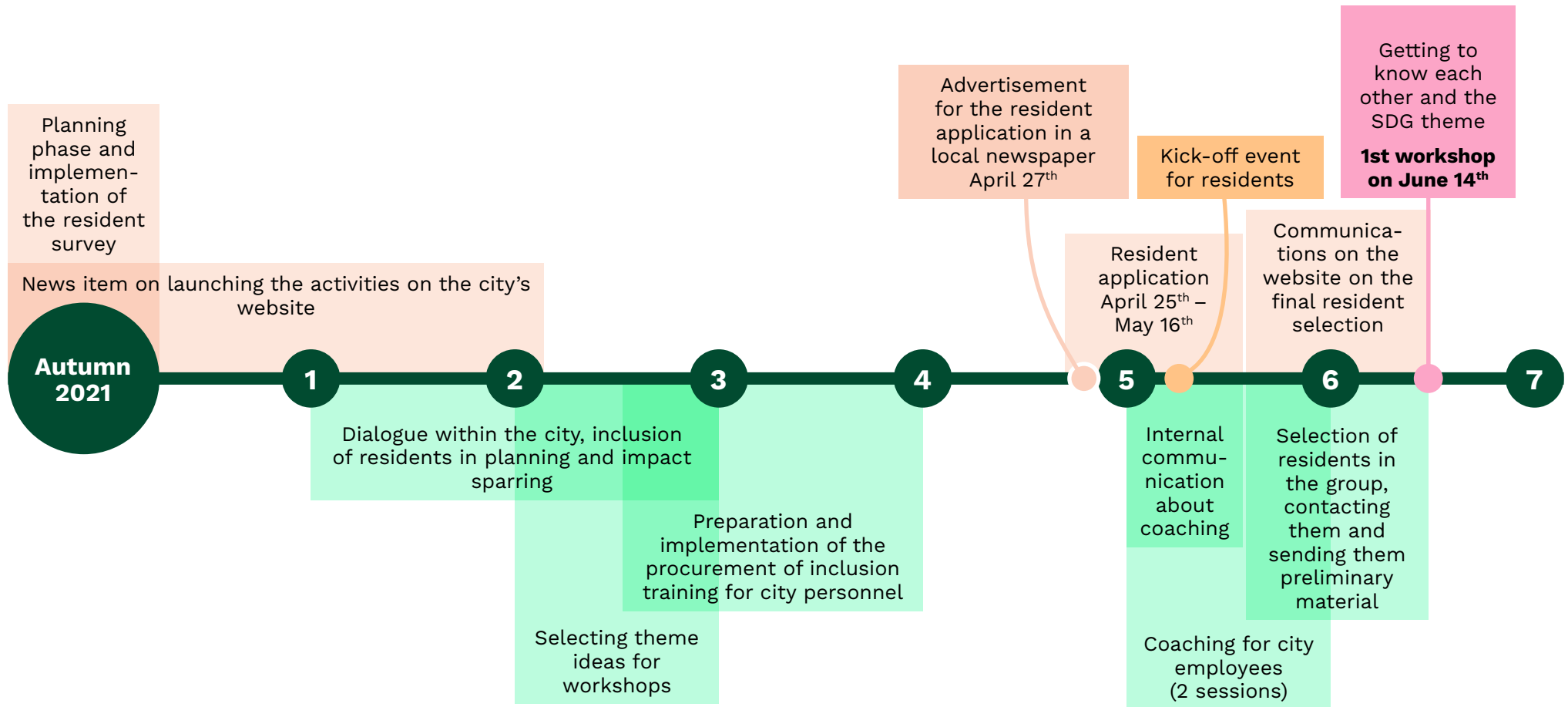
Dialogue in the planning phase

The planning phase of the project included a resident survey and extensive dialogue within the city, including with the city's participation network, urban planning, youth services and the Growth and Learning Sector. The aim was to link the themes of the workshops to the real resident inclusion needs of the city's sectors so that the results of the workshops could be directly used to support planning in the city. Additionally, representative bodies such as the youth council and the residents' organisation were consulted on their views.

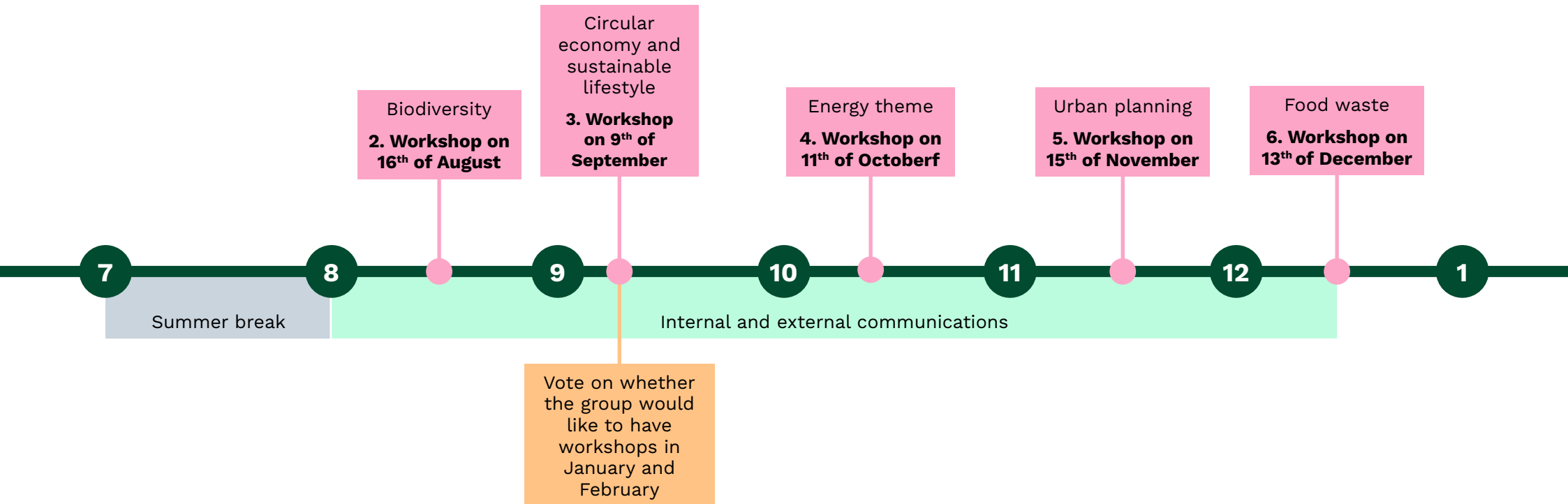
To ensure that the contents of the workshops met the real needs as well as possible, residents, representative bodies and city employees were consulted during the planning phase.



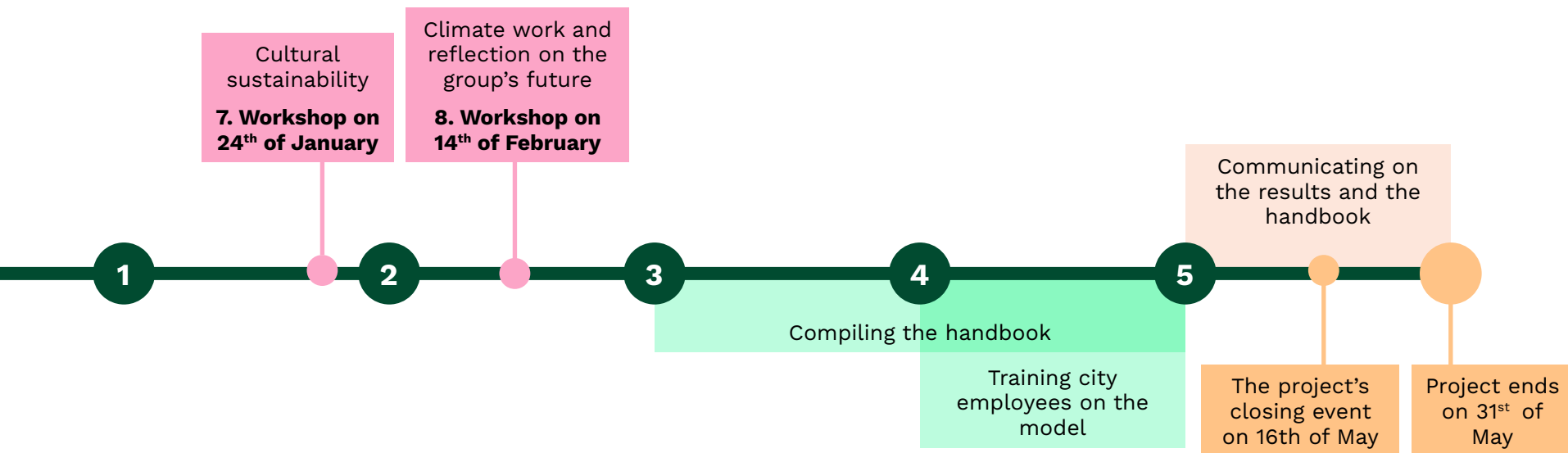
Schedule in spring/summer 2022



Schedule *in autumn 2022*



Schedule *in spring 2023*



The background features a dark teal color with a large, faint, stylized graphic of three people standing in a circle, facing each other. The word "Implementation" is centered over this graphic in a white, bold, sans-serif font.

Implementation

Workshop themes

1. **Workshop:** Orientation and the UN Sustainable Development Goals (SDG)
2. **Workshop:** Biodiversity and local nature
3. **Workshop:** Circular economy and sustainable lifestyle
4. **Workshop:** Energy
5. **Workshop:** Sustainable urban planning
6. **Workshop:** Food waste
7. **Workshop:** Cultural sustainability and the cultural environments of the city as sources of identity and communality
8. **Workshop:** Working on climate change and reflecting on the group's future together

The aim was to select the venues related to the theme under discussion. Examples of meeting places:



← Nature House Villa Elfvik



Keran hallit →



← Espoo City Museum
(Image: KAMU Espoo)

Workshop 1:

Orientation and learning about the theme with UN Sustainable Development Goals

The most important goal of the first workshop was to get to know each other and to tune into future work together and the sustainable development themes through the UN Sustainable Development Goals.

The opening remarks of the chairperson of the Sustainable Espoo programme and the round of introductions led to a discussion of the expectations regarding the Future Workshops. Expectations were also surveyed for future workshops so that the group's ideas could be taken into account in the planning of the workshops.

The discussion moved on to the overarching theme of cooperation through the UN Sustainable Development Goals. Common rules were also laid down as an important part of fruitful long-term cooperation.



Theme

Introduction to sustainable development, UN Sustainable Development Goals

Objectives

- Grouping up, getting to know each other and building trust
- The residents' expectations and wishes on working together
- Creating common rules

Using the results

- For the group's future work together

Cooperation

The Sustainable Espoo programme's steering group

Method

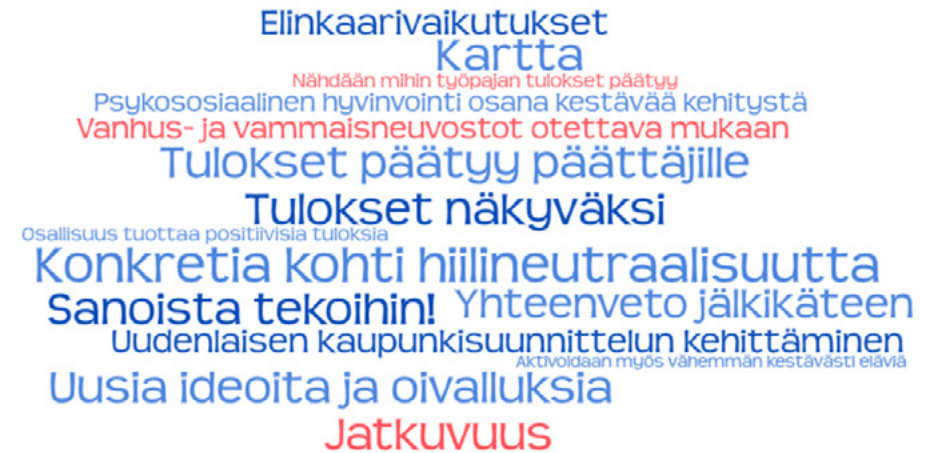
Me–we–us

Fruits of the workshop 1: *Word clouds on expectations for working together*

Working



Results/impact



Discussed themes

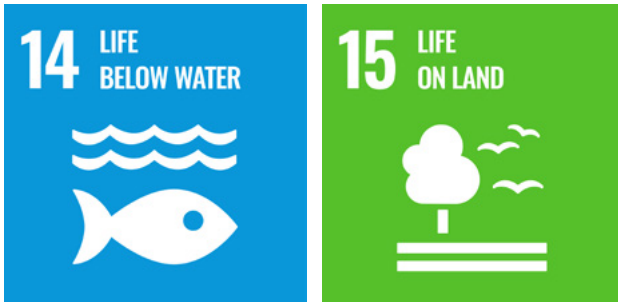


Workshop 2:

Biodiversity and local nature

The group was guided to the theme of the workshop through expert presentations, which touched upon the state of biodiversity and how nature's recreational and diversity values meet in Espoo.

The resident partner group gave suggestions related to the relationship with nature, developing the accessibility and appeal of natural sites, and wishes for the locations of new nature trails. In the second task, we set our eyes on 2035 and the Espoo of the future. Small groups created a timeline of measures to achieve the goals of the Sustainable Espoo development programme and the Espoo Story. This was done using the backcasting method, in which a pre-defined vision is used as a basis for creating potential development paths and steps that would lead to the desired outcome.



Theme

Biodiversity and local nature

Objectives

- Come up with ideas on how to make people spend more time in nature
- Collect ideas for new nature trails
- Create steps to achieve biodiversity visions

Using the results

- To support the planning of the city's Environmental Protection unit
- To support the planning of the city's Centre of Excellence for Sustainable Development

Cooperation

The Environment and Building Control Department of Espoo, environmental protection

Method

Backcasting, annotations on a map

Fruits of the workshop 2: A template for working to reflect on factors related to nature relationships and visiting nature

Name:		Living area:
RELATIONSHIP WITH NATURE Briefly describe your relationship with nature in a few words. What do you "get" from nature?	FUTURE What would enable more recreation in nature for Espoo residents? How could we bring more nature to the city?	OBSTACLES/CHALLENGES What is limiting the recreation in nature in Espoo at the moment?
ENABLERS What makes it possible to enjoy nature in Espoo?		



Fruits of the workshop 2: *Pictures of the workshop*



*Katri Luukkonen giving a presentation in Villa Efvik.
The audience are the sustainable development
resident partner group.*



Resident partners discussing.



*Discussion in a small group at a table.
The city employee listens to the ideas of resident
partners on future biodiversity measures.*

Workshop 3:

Circular economy and sustainable lifestyle

The theme of the third sustainable development workshop was circular economy and a sustainable lifestyle. The regional visions of Kera in Espoo were used as a starting point for the work.

Resident partners were asked to consider how the city should be developed to facilitate and enable a sustainable lifestyle for the residents. On vision boards, they wrote down ideas for functions, services and opportunities that the future urban environment should have. It resulted in multi-voiced views in different categories.

In the second part of the group work, the residents told stories about individual-level scenarios on how the circular economy and sustainability could be realised in everyday life in the future. A service design method was used for this; they created “Day in the Life” story for different sample persons. They were asked to include elements related to everyday functionalities, such as work, services, leisure time and relationships in their story.



Theme

Circular economy and sustainable lifestyle

Objectives

- Coming up with ideas for a sustainable city of the future
- Ideas on how a city could better support a circular economy lifestyle

Using the results

- To develop the circular economy work of the city's Centre of Excellence for Sustainable Development

Cooperation

KERA Hub

Method

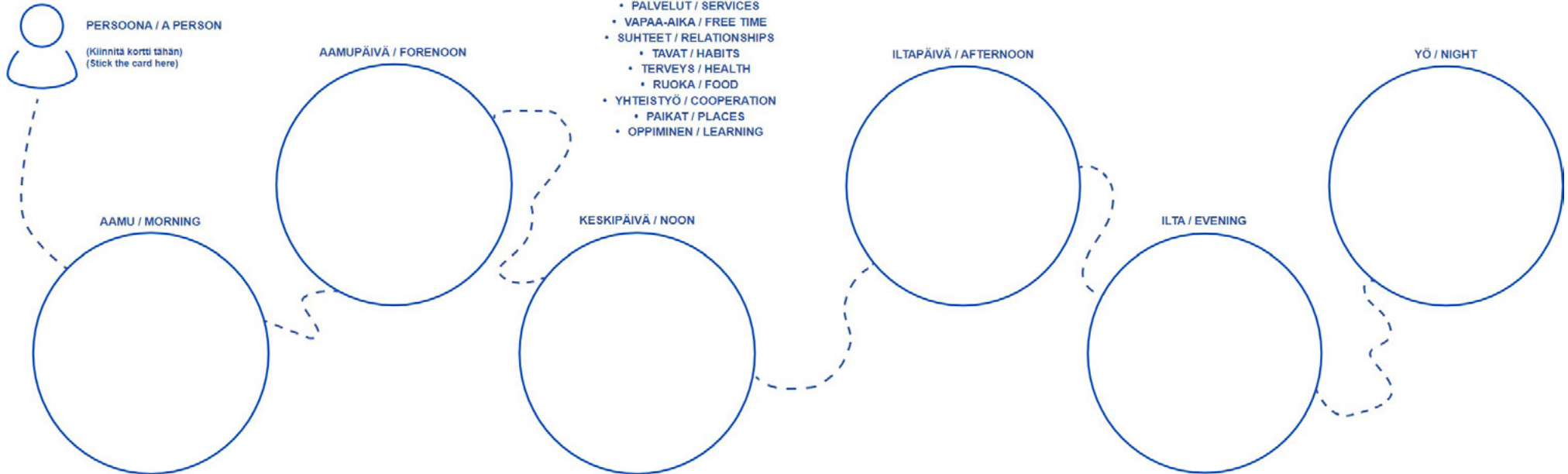
Day in the Life story, vision board

Fruits of the workshop 3: *Compilation of residents' urban visions*



Fruits of the workshop 3: *Day in the Life* workshop template

PÄIVÄ ELÄMÄSSÄ / A DAY IN A LIFE



Workshop 4: *Energy*

The fourth Future Workshop for Sustainable Development was organised in the Lippulaiva Shopping Centre, known for its sustainable energy solutions. The residents got to use Legos as a tool for dialogue and thinking as they exchanged views on urban development and energy solutions.

Expert presentations were given on the circular economy measures of Lippulaiva Library and the sustainable solutions of the Shopping Centre, and a tour in the shopping centre's premises served as an introduction to the theme of the evening.

At the workshop, the residents first built the living environment of their dreams and then worked in small groups to coordinate the urban solutions they wanted, and to optimise the future sustainable city block in terms of energy, mobility and urban environment solutions.

The aim was to test a co-creation model developed in the EU-funded SPARCS project and to hear residents' ideas on the theme of sustainable energy.



Theme

Energy

Objectives

- Increase understanding of the role of energy in the urban environment
- Work together to find ways to introduce new sustainable solutions in the city
- Testing the co-creation model

Using the results

- To support the development of the co-creating model to be used by the city (www.co-creatingparcs.fi/en)
- To support urban planning work for designing new sustainable and smart urban solutions

Cooperation

SPARCS project

Method

Lego Serious Play, co-creation model (SPARCS project)

Fruits of the workshop 4: *Pictures of the workshop*



In group work, legos serve as tools for dialogue and thinking.

Workshop 5:

Sustainable urban planning

In the fifth workshop, residents had the chance to try city planning through a game: what could a sustainable future city be like, what kind of issues need to be resolved and coordinated through planning? The workshop was facilitated by the developer of the “Pelissä yhteinen kaupunki!” concept, Heli-Maija Nevala from Espoo’s City Planning Department. In addition to the residents, four city planning experts took part in the workshop. They sparred the participants and told them about city planning from different perspectives: the principles of detailed planning, traffic planning, green areas and cultural environments.

During the evening, the resident partners built a future city with building blocks on a game board based on their values and ideas. Each building team worked on a different area and had to take its characteristics and limitations into consideration as part of planning. The aim was to help residents understand the diverse objectives and challenges of urban planning and to create positive interaction and trust between residents and experts.

www.kaupunkipeli.fi (in finnish)



Theme

Sustainable urban planning

Objectives

- Familiarise the residents with city planning through a game
- Come up with ideas for future urban planning solutions with experts

Using the results

- To support the planning at Espoo’s City Planning Department

Cooperation

Espoo’s City Planning Department

Method

Pelissä yhteinen kaupunki! workshop

Fruits of the workshop 5: *Pictures of the workshop*



Resident partners planning the city of the future.

Workshop 6:

Food waste

The sixth workshop focused on food waste. The workshop was organised in cooperation with the City of Espoo Catering Services. The aim was to find practical solutions for reducing and making use of food waste in Espoo's schools. The Catering Services presented some real-life challenges, to which the resident partners then developed various solutions.

During the evening, experts gave presentations on the effects of food waste on climate emissions, on the organisation of the city's meal services and the ways in which the food waste problem has been tackled in the past.

The resident partners developed solutions to food waste challenges with the help of the customer journey ("palvelupolku") method. The aim was to consider, on a step-by-step basis, how the new concepts would work at the practical level from the perspective of different parties, for example pupils or a charitable organisation. Finally, a talking stick ceremony was held, in which each participant took turns to bring up what was on their mind at the end of the workshop.



Theme

Food waste

Objectives

- Come up with new solutions to the food waste challenges in Espoo schools

Using the results

- To support the planning of the city's Catering Services
- To support the circular economy work of the city's Centre of Excellence for Sustainable Development

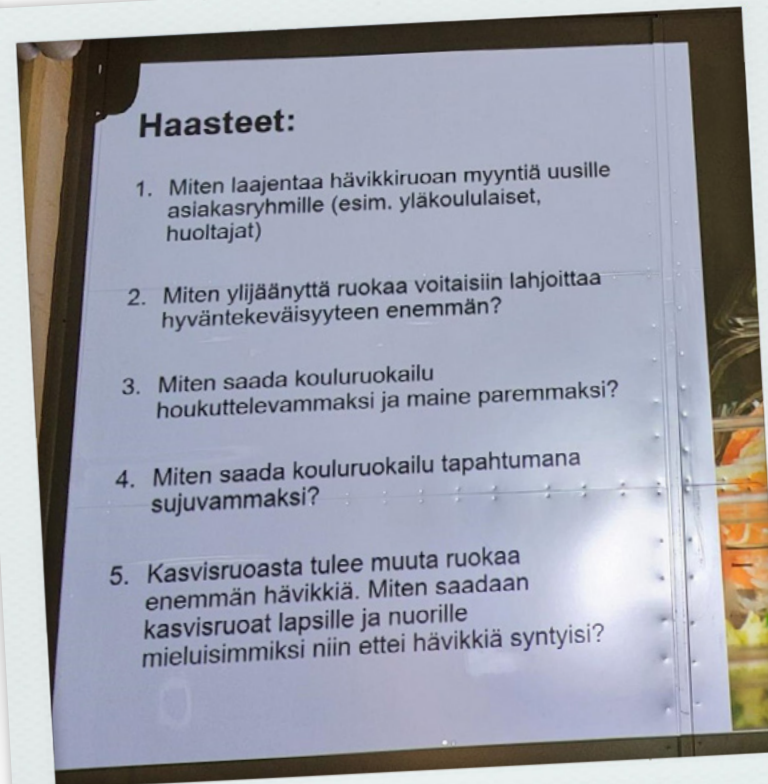
Cooperation

City of Espoo Catering Services

Method

Customer journey, talking stick ceremony

Fruits of the workshop6: *Pictures of the workshop*



The groups work on food waste challenges.

Workshop 7:

Sustainable cultural environment

Community Manager of the Espoo City Museum (KAMU) launched the evening by telling the audience about the museum's cultural environment work and Espoo's cultural environment programme. The groups discussed local environments and culturally important places in Espoo. The groups also brainstormed new ways in which residents and the city's operators could cooperate on issues related to the theme of the evening.

Small group discussions were held on selected questions, and KAMU's resident partners were also involved in the discussions. The groups shared ideas by moving from one table to the next, in line with the learning café method.

The ideas surfaced during the workshop and the residents' joint comments were collected for the planning of the Espoo City Museum's activities and in the development of cooperation between the city and its residents related to cultural environment work.



Theme

Sustainable cultural environment

Objectives

- Consider together what makes Espoo's local environments important for residents
- Reflect on factors that could increase the sense of belonging to a place and a community and their own influencing opportunities

Using the results

- To plan the museum's activities
- To develop resident cooperation related to cultural environment work at the museum
- To support the planning of the Centre of Excellence for Sustainable Development

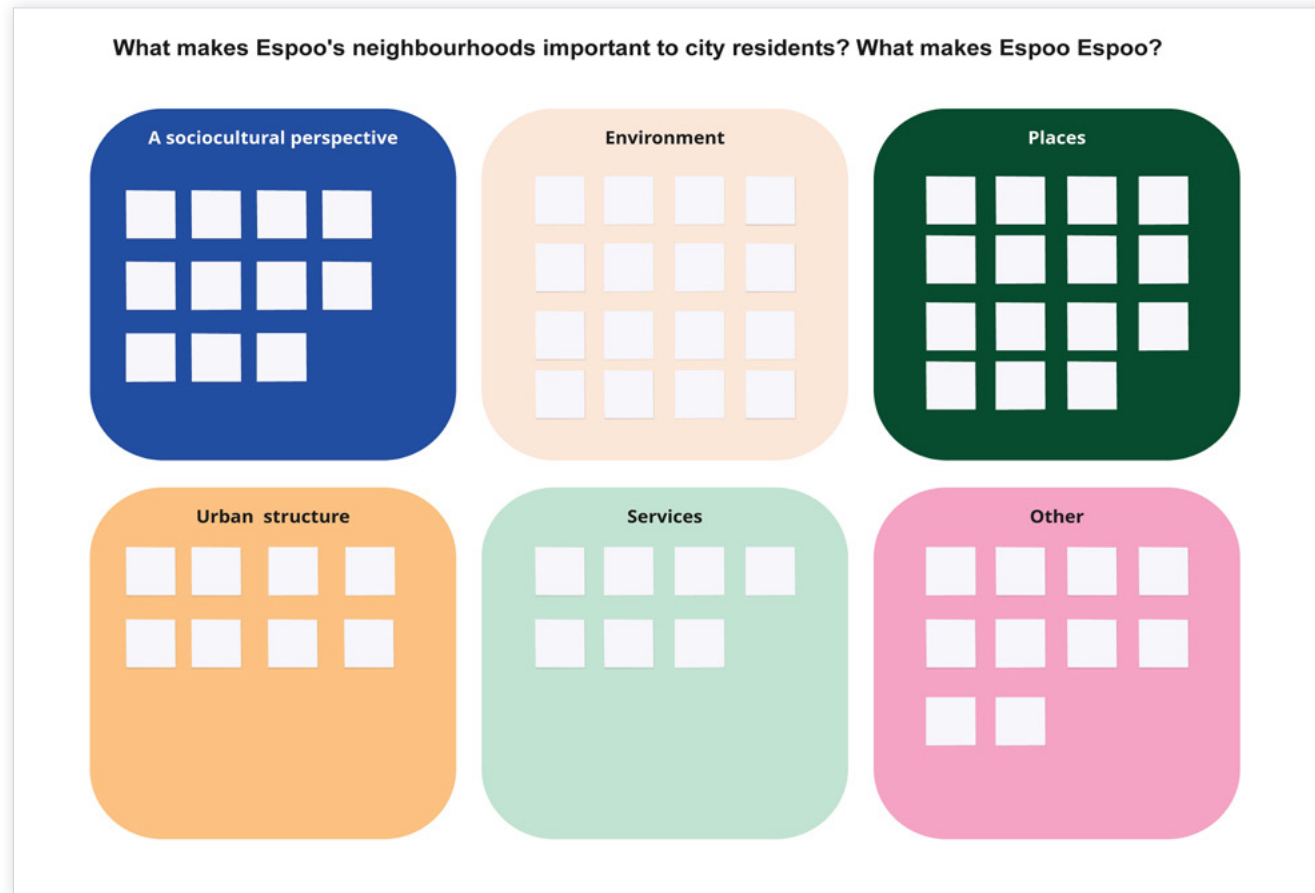
Cooperation

Espoo City Museum (KAMU)

Method

Learning café

Fruits of the workshop 7: *Affinity diagram and image of the workshop*



Workshop in the KAMU exhibition space.

Workshop 8:

Climate cooperation and development of resident inclusion

The final workshop of Espoo's resident partner group for sustainable development focused on climate cooperation and the development of resident inclusion. At the beginning, the City of Espoo's Manager of Sustainable Development told the participants about the city's climate work and presented the evening's group work. In addition to the resident partners, members of the steering group for the Sustainable Espoo programme were invited to the workshop.

During the group work section, the resident partners and the steering group members discussed what kind of commitments could be made with residents and what other means could be used to increase resident participation.

During the workshop, they also compiled the results of the TUPA resident inclusion experiment, discussed the residents' experiences about participating and discussed the successes of this resident participation project as well as the things that could be further developed. They also discussed how the group could continue working in the future.



Theme

Climate cooperation and resident inclusion

Objectives

- Come up with ideas for cooperation in climate issues
- Come up with ways to develop resident inclusion work in sustainable development
- Summarise the fruits and experiences of the workshops

Using the results

- To support the climate work of the city's Centre of Excellence for Sustainable Development (climate commitments)
- To plan the group's future

Cooperation

The Sustainable Espoo programme's steering group

Method

Four-field matrix, fill-in workshop template

Fruits of the workshop 8: *Workshop templates and image of the workshop*

Millä tavoin asukkaat voisivat sitoutua ilmasto- ja kestävän kehityksen tekoihin Espoossa?	Millainen muoto sitoumuksilla voisi olla?
Miten sitoumuksia voisi toteuttaa, esim. yksilöinä ja/tai ryhmänä? Kuka tekee?	
	Millä tavoin kaupunki voisi parhaiten sitouttaa tekoihin?
Mikä motivoisi asukkaita sitoutumaan tekoihin? Mikä toisaalta estää sitoutumasta?	Miten sitoumuksien toteutumista voisi seurata? Onko sille tarvetta?
Muut ideat	



Group work in the workshop.

Change agent work: *Green handprint challenges*

- The project aimed to empower residents to promote sustainable development in their own networks
- After each workshop, they were given a voluntary “Green handprint challenge” related to the theme of the next workshop
 - » Sparking discussion
 - » Action in one’s own residential area
- Experiences of doing the challenges were always discussed in the next workshop

Examples of handprint challenges

- *Organise or participate in communal work concerning invasive species*
- *Spark discussion: How to get people to sort biowaste in your area?*
- *Consider your own residential area and share the best spots and development areas*
- *Measure and reduce food waste at home for a week. Share your experiences.*



Communication

External communication

City website www.espoo.fi/tupa

- Served as the main page of the project, including:
 - » Basic presentation of the project
 - » Resident application notification and link to the application form
 - » Workshop updates

Social media

(Twitter and Facebook)

- Advertising the resident application
- Posting after workshops
- A closed Facebook group for the resident group

Others

- Newspaper Länsiväylä
- Tupa exhibition
- Presentation of the project at national and international meetings
- Article in the Finnish Local Heritage Federation's yearbook

For the resident group

- **Before the workshops:** Preliminary materials related to the theme of the next workshop, workshop programme
- **After the workshops:** Compilations of the results of the workshops, a feedback survey on the workshop and a green handprint challenge
- The residents' own Facebook group

Internal communications

The city's internal communication channel

- Regular workshop updates and results

The city's internal participation network

- Presentation of the project and news at the network's joint events

Others

- Presentation of the project and news in its unit
- Updates on workshops at meetings of the steering group of the Sustainable Espoo cross-administrative programme





What we learned

Strengths in the group's activities identified by residents

- Like-minded people
- Group diversity: different perspectives, age groups, nationalities, Espoo regions
- Meeting different people and their opinions
- Inclusive
- Participatory
- Experiences of exerting influence
- Expressing ideas
- Commitment
- Different competences/experiences/views
- An opportunity for residents to be close to the city and express our ideas
- Motivated and skilled people – both city personnel and residents
- Officials involved and support from expert organisation
- Political consensus
- Influencing and exchanging opinions without unnecessary bureaucracy
- Arrangements
- Something to think about



Lessons learned from the activities

- High-quality inclusion work requires human resources
 - » Planning and implementation of workshops takes time
 - » The participation of different city experts in the workshops requires them to work in the evening, but provides an opportunity to engage in dialogue with the residents. Residents have a valuable opportunity to ask and discuss. At best, understanding and appreciation increase on both sides.
- It is a good idea to plan the verification and description of the purpose of the ideas surfaced in the workshops well
 - » Consulting residents may not always lead to direct and immediate concrete measures. This may easily give the residents the impression that their ideas did not matter.
 - » It may be difficult to communicate about an idea to be implemented later on, and monitoring may also be challenging
- Future work often requires practice
 - » Dreaming and vision of the future requires practising from many of us
 - » The purpose and impactfulness of future-oriented work should be explained
- Change agent work needs support
 - » Time should be reserved for supporting independent work and sharing experiences.
 - » It is also a good idea to consider whether the workshops could combined with something active, such as excursions or joint community work.

Development areas in the group's activities identified by residents

- Lack of concrete measures – may undermine motivation
- Concrete and actual impactfulness is missing
- More practical activities
- Only those who are already interested in the topic are involved – it is difficult to get reluctant people to participate in anything
- Maintaining active discussion in the Facebook group – could it be open to everyone
- Challenges with language



Tips for successful workshops

- **Selecting the space:** When selecting a space, pay attention to accessibility (meeting points along usable public transport routes and, e.g., people with hearing and mobility restrictions). At best, a location associated with the topic at hand can also serve as a source of inspiration.
- **Catering:** Order nice catering – ensures that the participants stay focused through the workshop and also shows that the participants are appreciated.
- **Timing of workshops:** Schedule meetings well in advance and organise workshops in the evening so that employed people can also participate.
- **Workshop planning:** Well-planned is half done – it is easier to deviate from a good plan, if necessary.
 - » Carefully plan the methods to be used
 - » Schedule the flow accurately, but leave enough “looseness” in the schedule
 - » Define a minimum goal for the workshop (e.g., a great number of ideas, a small number of carefully thought-out ideas, the main focus on discussions and insights, etc.)
 - » Agree on the organisers’ roles carefully in advance
 - » Remember breaks – they help people to get to know each other and free flowing discussion
- **Prior communication:** A message sent in advance to the residents, including the programmes and preliminary materials helps them orientate and prepare for the workshop.
- **Ensure in advance that the meeting technology works:** Ensuring that meeting technology works before the workshop begins saves time and is good for your nerves.
- **The group’s common rules:** Rules approved by the entire group ensure smooth working and high-quality interaction and promote a good atmosphere. It is a good idea to present the rules at each workshop and to revisit them if necessary.
- **Different methods:** Using different methods supports participation opportunities for different personalities and gives more room to think.
- **Facilitation:** Use facilitation to ensure the smoothness of group work and to ensure that everyone has an equal opportunity to voice their opinions.
- **Recording ideas:** Recording the results of workshops is easier if group members write directly on a ready-made template during group work – remind participants that all ideas should be written down.



8 quick tips – read at least these!

Build together from the beginning

Follow the principles of co-creation: involve residents and city units immediately at the planning stage of the activities. This ensures the success of workshops that work better and genuinely fulfil your needs. Building activities together also tends to engage people better than ready-made plans.

Link your activities closely to the city's operations

The themes of sustainable development affect all city operations in one way or another. By cooperating with different units, you ensure that the ideas are directly used by the unit responsible for the measures and that inclusion is needs-oriented. This also increases cooperation and understanding within the city.

Plan impact and how to measure it

Plan the impact of the activities in the longer run. It helps to understand the purpose of the activities and to set indicators for the desired impacts and the longer-term impact. The IOOI model is one easy and convenient tool.

Adequate and thoughtful communication

Communicate to the group sufficiently and in a timely manner. Sending a message before the workshops helps you prepare for the workshop, and it is convenient to send a feedback survey and workshop materials in the form of a follow-up message. Sending e-mails too often might result in an information overdose. Select a method for communicating within the group that suits everyone.

Building trust is a key to successful cooperation

From the early stages, invest in getting to know each other, grouping up and building trust. Also explain to the group why building trust is important so that they are not surprised by icebreakers.

Don't hesitate to collect feedback and review activities

Collect feedback at all stages of the joint work and try to take the feedback into account and review the activities. Show an example by being open to constructive feedback. Be flexible and ready to change plans if they prove to work poorly. If the residents have been able to influence the plans already in the early stages, not too many changes are usually needed.

Working as partners requires appreciation

Remember to appreciate the efforts made by residents to develop the city. As an organising party, you can show appreciation by, for example, ensuring that they are heard, by encountering them in an appreciative manner and through good workshop arrangements.

Take into account other languages and special needs

Failure to take special needs into account may prevent people participating in full or, at worst, participating at all. Even if the main language of the workshop is Finnish, the materials should also be offered at least in English and group work should be possible in English.

Appendices

Resident application form questions

Questions:

1. My age [answer options provided]
2. What is your highest level of education? [answer options provided]
3. Your mother tongue (Finnish, Swedish, other – please specify)
4. Your employment status [answer options provided]
5. Gender
6. Which major district of Espoo do you live in? (If you want, you can check it by clicking [this link](#), in Finnish) [answer options provided]
7. Commitment to group work (June 2022 – May 2023, approx. 6–8 workshops, 2–3 hours in the evening) [answer options provided]
8. I want to promote sustainable development in my life and/or in my networks [yes/no/possibly]
9. Are you active in organisational activities? (you can select multiple options) [answer options provided]
10. Do you participate in some institution of the City of Espoo? [answer options provided]
11. Tell us why you would like to become a sustainable development resident partner and why should you be selected? You can also write additional comments here. [open]
12. Contact information
13. Permission to process data

Preliminary survey for the resident group to map out hopes and expectations

Questions:

1. Which themes of sustainable development are you particularly interested in? [open]
2. How much do you trust the city's ability to promote sustainable development? [on a scale from 1 to 10]
3. What do you expect from the work of the resident partner group? [open]
4. Do you have any concerns regarding the activities of the resident partner group? [open]
5. What would be the best thing that the resident partner group could achieve? [open]
6. Any other comments? [open]

Feedback survey for the resident group after each workshop

Questions:

1. Would you recommend today's workshop (date) to others as well? [1 to 10]
2. Did you learn something new? If yes, briefly explain what you learned. [yes/don't know/no]
3. Did this workshop give you ideas on how to promote sustainable development in your life and/or network? [yes/don't know/no]
4. Did the workshop allow interactive discussion and work on the theme at hand? [yes/don't know/no]
5. Did you feel that your ideas and opinions were heard in the workshop? [1 to 10]
6. How would you rate your trust in the city's sustainable development activities? [1 to 10]
7. Next time, we will discuss the theme of XXXX. What are your wishes regarding the next workshop? [open]
8. Any open comments to the organisers (e.g., meeting place, arrangements, etc.) [open]



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