

# Community Systems Mapping Guide

## Overview

This guide outlines a participatory process for engaging local communities in mapping conflict systems and identifying intervention priorities using a systems thinking approach. The Community Systems Mapping Guide empowers communities to collaboratively analyze the dynamics of conflicts, visualize interconnections, and prioritize actionable solutions. It is designed to be inclusive, adaptable, culturally sensitive, and conflict-aware, fostering ownership and agency among participants.

## Objectives

- Engage communities in identifying key elements of local conflict systems, including actors, relationships, resources, and dynamics.
- Visualize complex conflict systems to uncover patterns, feedback loops, and leverage points.
- Prioritize interventions based on community insights and shared understanding.
- Build capacity for collaborative problem-solving and systems thinking.

## Target Audience

- Community leaders, facilitators, and local stakeholders.
- NGOs, peacebuilding organizations, or mediators supporting conflict resolution.
- Community members of all backgrounds, ensuring diverse representation (e.g., youth, elders, women, marginalized groups).

## Materials Needed

- Large sheets of paper, whiteboards, or digital mapping tools (e.g., Miro, Kumu).
- Markers, sticky notes, or digital equivalents.
- Facilitation guides and templates (provided below).
- Refreshments and a comfortable, accessible meeting space.
- Optional: Audio/video recording tools for documentation (with consent).
- For virtual sessions: Reliable internet, microphones, and webcams.

## Step-by-Step Process

### Step 1: Preparation

**Objective:** Set the stage for inclusive and productive mapping sessions.

- **Identify Participants:** Invite a diverse group of community members representing different perspectives (e.g., age, gender, socioeconomic status, ethnic groups). Aim for 10-20 participants for manageable discussions.
- **Select Facilitators:** Choose neutral, trained facilitators skilled in systems thinking, conflict resolution, and cultural sensitivity to guide the process without bias.
- **Set Ground Rules:** Establish norms for respectful dialogue, confidentiality, and inclusive participation. Example rules:
  - Listen actively and without judgment.

- Ensure everyone has a chance to speak.
- Respect differing viewpoints.
- **Choose a Venue:** Select a safe, neutral, and accessible location. For virtual sessions, ensure reliable internet and user-friendly platforms (e.g., Zoom, Microsoft Teams).
- **Prepare Materials:** Provide templates for mapping (e.g., actor lists, relationship diagrams). Share a brief overview of systems thinking concepts (e.g., elements, interconnections, feedback loops) in accessible language.

## Step 2: Framing the Conflict System

**Objective:** Define the scope of the conflict system to be mapped.

- **Introduce Systems Thinking:** Explain key concepts in simple terms (e.g., "A system is a set of connected parts that interact, like people, resources, and events in your community").
- **Define the Focus:** Guide participants to agree on the specific conflict or issue to map (e.g., land disputes, intergroup tensions). Use open-ended questions like:
  - What is the main issue affecting our community?
  - What are the key challenges we want to address?
- **Set Boundaries:** Clarify what is included in the system (e.g., local actors, resources) and what is external (e.g., national policies). This helps keep the mapping focused.

## Step 3: Mapping the System

**Objective:** Collaboratively create a visual representation of the conflict system.

- **Identify Elements:** Ask participants to list key components of the conflict system, such as:
  - Actors (e.g., individuals, groups, organizations).
  - Resources (e.g., land, water, funding).
  - Events (e.g., past incidents, recurring tensions).
  - External factors (e.g., climate, economy). Use sticky notes or a digital tool to capture each element.
- **Map Relationships:** Draw connections between elements to show how they interact. Use arrows to indicate direction and labels to describe relationships (e.g., "competes with," "supports"). Example questions:
  - How do these actors influence each other?
  - What resources are central to the conflict?
- **Identify Feedback Loops:** Highlight reinforcing loops (e.g., escalating tensions) and balancing loops (e.g., peacekeeping efforts). Explain these concepts simply: "A loop is when one action leads to another, which comes back to affect the first."
- **Refine the Map:** Encourage participants to review and adjust the map for clarity and accuracy. Ensure all voices are heard, especially from marginalized groups.

## Step 4: Analyzing the System

**Objective:** Uncover patterns and leverage points for intervention.

- **Discuss Dynamics:** Facilitate a discussion on the map's insights. Ask:
  - What patterns or trends do you notice?
  - Where do tensions escalate or de-escalate?
  - What are the root causes or key drivers of the conflict?

- **Identify Leverage Points:** Highlight areas where small changes could have significant impact (e.g., improving communication between groups, addressing a scarce resource). Use prompts like:
  - Where could we intervene to break a negative cycle?
  - What strengths in our community can we build on?
- **Validate Insights:** Cross-check findings with participants to ensure the map reflects their realities and priorities.

## Step 5: Prioritizing Interventions

**Objective:** Agree on actionable steps to address the conflict.

- **Brainstorm Solutions:** Invite participants to propose interventions based on the map's leverage points. Encourage creative and feasible ideas, such as:
  - Community dialogues or mediation sessions.
  - Resource-sharing agreements.
  - Capacity-building workshops.
- **Prioritize Actions:** Use a voting or ranking system (e.g., dot voting) to select 2-3 interventions based on impact, feasibility, and community support.
- **Develop an Action Plan:** Outline each intervention with:
  - Specific goals (e.g., reduce disputes over water access).
  - Responsible parties (e.g., community leaders, NGOs).
  - Timeline and resources needed.
  - Indicators of success (e.g., fewer reported conflicts).

## Step 6: Reflection and Follow-Up

**Objective:** Evaluate the process and ensure sustained engagement.

- **Reflect on the Process:** Discuss what worked well and what could improve. Ask:
  - Did everyone feel heard and included?
  - How can we make future sessions more effective?
- **Document the Map and Plan:** Share a clear, accessible version of the system map and action plan with participants (e.g., as a PDF or printed handout).
- **Plan Next Steps:** Schedule follow-up meetings to monitor progress, adapt interventions, and update the system map as needed.
- **Celebrate Participation:** Acknowledge contributions with gratitude, certificates, or a community event to maintain momentum.

## Cultural Adaptation

**Objective:** Ensure the mapping process respects and aligns with local cultural contexts.

- **Understand Cultural Norms:** Research or consult with community leaders to understand:
  - Decision-making processes (e.g., consensus-based, hierarchical).
  - Communication styles (e.g., direct vs. indirect, oral vs. written).
  - Gender roles or taboos around discussing conflict. Example: In some cultures, public discussion of conflict may be seen as disrespectful, requiring private consultations first.
- **Adapt Facilitation:** Tailor activities to cultural preferences. For example:

- Use storytelling or proverbs to introduce systems thinking in oral traditions.
- In hierarchical communities, involve respected elders early to build trust.
- **Handle Sensitive Topics:** In contexts where open conflict discussion is sensitive:
  - Frame the session as a "community visioning" exercise to reduce tension.
  - Use anonymous input methods (e.g., written notes) to encourage honesty.
  - Hold separate sessions for groups with historical tensions to build trust before joint mapping.
- **Engage Local Facilitators:** Partner with local facilitators who understand cultural nuances and speak the community's language(s).

## Digital Engagement

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**Objective:** Enable effective virtual or hybrid mapping sessions.

- **Tool Comparison:**
  - **Kumu:** Best for dynamic, interactive system maps with feedback loops. Ideal for advanced users but requires stable internet.
  - **Miro:** User-friendly for collaborative whiteboards and sticky notes. Supports real-time editing and is accessible for beginners.
  - **MURAL:** Similar to Miro, with templates for systems mapping. Good for structured facilitation.
  - **Google Jamboard:** Free, simple option for low-tech users but limited in features. Choose based on participants' tech literacy and internet access.
- **Virtual Facilitation Tips:**
  - Use breakout rooms for small group discussions to ensure inclusivity.
  - Share screens to guide participants through digital tools.
  - Record sessions (with consent) for absent participants or documentation.
- **Low-Bandwidth Strategies:**
  - Use lightweight platforms like Google Jamboard or WhatsApp for asynchronous input.
  - Share static templates (e.g., PDFs) for participants to annotate offline and upload later.
  - Conduct audio-only sessions via phone or radio for areas with poor internet.
- **Tech Training:** Provide a brief pre-session tutorial on the chosen platform, with written or video guides in local languages.

## Conflict Sensitivity

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**Objective:** Minimize harm and ensure participant safety during discussions.

- **Early Warning Signs:** Watch for:
  - Raised voices, interruptions, or aggressive body language indicating escalating tensions.
  - Withdrawal or silence from participants, which may signal discomfort or trauma.
  - References to past traumas or sensitive events that derail focus.
- **Pause or Adjust Protocols:**
  - Pause the session if tensions rise, using a neutral break (e.g., "Let's take a moment to reflect").
  - Redirect discussions to neutral topics or use calming activities (e.g., storytelling, group breathing exercises).

- Consult with co-facilitators or community leaders to assess whether to continue or reschedule.
- **Safeguarding Considerations:**
  - Ensure confidentiality by anonymizing contributions in documentation.
  - Provide access to psychosocial support resources (e.g., local counselors) for participants affected by trauma.
  - Protect vulnerable participants (e.g., youth, minorities) by offering private input options or safe spaces for discussion.
  - Obtain informed consent for participation, explaining risks and benefits clearly.

## Evaluation Framework

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**Objective:** Measure the success and impact of the mapping process.

- **Process Metrics:**
  - **Participation Rate:** Percentage of invited participants who attend (target: 80% or higher).
  - **Inclusivity:** Representation of diverse groups (e.g., gender, age, ethnicity) in attendance and contributions.
  - **Engagement:** Number of contributions per participant (e.g., elements added, relationships identified).
  - **Satisfaction:** Post-session survey scores on clarity, safety, and usefulness (e.g., 1-5 scale, target average >4).
- **Longitudinal Tracking:**
  - Conduct follow-up surveys (e.g., 3, 6, 12 months) to assess sustained engagement and trust in the process.
  - Track implementation of action plans (e.g., percentage of interventions completed).
  - Monitor changes in conflict indicators (e.g., frequency of disputes, reported tensions).
- **Impact Assessment Methods:**
  - **Pre/Post Surveys:** Measure changes in community cohesion or conflict knowledge before and after mapping.
  - **Focus Groups:** Gather qualitative feedback on how the process influenced relationships or decision-making.
  - **Case Studies:** Document specific interventions and their outcomes to showcase successes and lessons learned.

## Visual Examples

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**Objective:** Provide visual aids to clarify mapping and inspire participants.

- **Sample Maps:**
  - **Land Dispute System:** Actors (farmers, local government), resources (land, water), relationships (competes, regulates), loops (escalating disputes due to water scarcity).
  - **Intergroup Tension System:** Actors (youth groups, elders), events (past violence), relationships (mistrust, mediation), loops (balancing loop via community dialogues).
- **Before/After Examples:**
  - **Before:** A map showing fragmented relationships and resource conflicts.

- **After:** The same map with new connections (e.g., mediation channels) and intervention points (e.g., shared resource agreements).
- **Visual Language Suggestions:**
  - Use consistent icons: Circles for actors, squares for resources, triangles for events.
  - Color-code relationships: Red for tensions, green for cooperation, blue for neutral.
  - Add simple annotations (e.g., "+" for reinforcing loops, "-" for balancing loops) to clarify dynamics.

## Tips for Facilitators

- **Stay Neutral:** Avoid taking sides or imposing solutions. Let the community drive the process.
- **Adapt to Context:** Tailor language, examples, and tools to the community's culture, literacy levels, and resources.
- **Manage Conflict:** Be prepared to de-escalate tensions using active listening, reframing, or pausing discussions.
- **Use Visuals Effectively:** Keep maps simple and legible. Use colors or symbols to differentiate elements (e.g., red for tensions, green for solutions).
- **Ensure Inclusion:** Actively invite input from quieter or marginalized participants. Consider separate sessions for sensitive groups if needed.

## Templates

### Template 1: System Mapping Worksheet

Element Type	Name/Description	Key Relationships	Notes
Actor			
Resource			
Event			
External			

### Template 2: Action Plan

Intervention	Goal	Responsible Party	Timeline	Resources Needed	Success Indicator

## Resources

- **Systems Thinking Guides:** Check online resources like the Systems Thinking Toolkit at [globalgovernanceframework.org](http://globalgovernanceframework.org) for additional tools.
- **Digital Tools:** Explore free platforms like Kumu.io, Miro.com, or Google Jamboard for virtual mapping.
- **Training:** Consider workshops on facilitation, conflict resolution, and cultural sensitivity from peacebuilding organizations.
- **Psychosocial Support:** Identify local counseling services or hotlines for participant referrals.

## Conclusion

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The Community Systems Mapping Guide is a powerful tool for fostering collaboration, understanding conflict dynamics, and co-creating solutions. By integrating cultural adaptation, digital engagement, conflict sensitivity, robust evaluation, and clear visuals, this process ensures inclusivity, safety, and impact. It empowers communities to take ownership of their peacebuilding efforts and lays the foundation for sustainable conflict resolution.