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Session 3: Community Engagement

Just because you can draw a detailed map, doesn't mean you are accurately representing the territory! - Yuval Noah Harari

Key lessons

- information mapping for your community
- Building a mountain/matrix of engagement
- Understanding and mapping incentives and value-exchange

Roll call

Name / reflect on what you as a community builder/facilitator/participant bring into your community space and what do you receive+give back? (kindness, empathy, professional expertise, resources, technical knowledge, mentorship etc.) / **Does this balance seem right?**

- Participants response ...
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Part 3: Community participation and Value-exchange

[\[Link to the Google slides\]](#)

In this session, we will build a clear understanding of :

- what different resources and processes in our community exist
- what do different kinds of community participation and engagement look like
- what values do we create for our community members to participate in our community and engage with our work
- what processes work that can be used to iterate and improve all forms of participation and build a fair value exchange (support and acknowledgement) system

__ Mapping community information, community process, the mountain of engagement and value exchange __

- Discover how people interact with your community, organisation, or project and its culture.
- Discover how people identify and move between different types of interactions.
- Develop pathways for people to move from first contact to sustained engagement to leadership
- Embed value-exchange and fair recognition process in the project

Notes

- Participants response ...
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Assignment:

[MAKE A COPY] 3 - community participation and engagement ← [Make a Copy]

TODO: Bring one or multiple of these resources to share with others

- Your favourite community document - from your or another project - these documents could be an annual report, a community health report (how is your community doing, what are the indicators)
- A community policy from your work (contributing guideline, code of conduct etc.)
- Strategy or communication document.

Reading recommendation

- Personas and Pathways: <https://the-turing-way.netlify.app/project-design/persona.html>
- Jones, C. M. (2022). How to Reward Your Community Members And Keep Them Engaged. CMX. <https://cmxhub.com/how-to-reward-your-community-members>
- Creating Pathways: [Creating Pathways That Invest in New Maintainers](#)
- Map is not the territory: <https://conceptually.org/concepts/the-map-is-not-the-territory>
- How do we manage conflict and difficult situations
 - Positive Deviance. (2018, July 12): <https://involve.org.uk/resources/methods/positive-deviance>
 - Code of Conduct and Restorative practice: https://github.com/alan-turing-institute/open-community-building/blob/main/CODE_OF_CONDUCT.md#6-restorative-practice-statement-and-principles
 - What is Conflict Management? | peopleHum: <https://www.peoplehum.com/glossary/conflict-management>

- Restorative Practices – Conflict Resolution Education Connection: https://creducation.net/conflict_resolution_education_practice_areas/restorative_practices
- The Positive Value of Conflict: The Power of Resolution: <https://www.psychologytoday.com/gb/blog/inside-out-outside-in/202103/the-positive-value-conflict-the-power-resolution>

Key takeaways

In this next session we discussed the Mountain/Matrix of engagement to understand what different levels of engagement looks like and how we facilitate that.

We explored questions and frameworks to understand these aspects: - How do we move our community contributors/stakeholders from one level to another? When to recognise someone can move from one band to another? - Mountain of Engagement should be a living document, reflecting on what your community experiences are and where you should modify them.

Q&A and suggestions after the call - response will be shared through notes

- Participants response ...
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Feedback from this session

What worked? What didn't work? What would you change? What surprised you? - Participants response ...