

Research Community Management 101

Training & Community Clinic

Workshops I & II

SSI Fellows Training
23rd July 2025



About us

www.rcmcooperative.com



Dr. Cassandra Gould van Praag
Executive Director & Co-Founder -
RCM Cooperative



Dr. Malvika Sharan
Co-Founder - RCM Cooperative,
SSI Fellow 2019



Dr. Emma Karoune
Co-Founder - RCM Cooperative,
SSI Fellow 2021



RCM Cooperative

BUILDING SUSTAINABLE RESEARCH COMMUNITIES

TELL ME MORE

We work **with** and **for** communities to develop and refine their capacity
for equitable, resilient and collaborative research.

www.rcmcooperative.com

Communities we have managed and supported



AI for Multiple Long-term Conditions
Research Support Facility



Clinical AI

How can AI be usefully deployed to provide clinical benefits?

Modelling and high-precision forecasting of complex environmental systems to make leaps in weather prediction and sustainable energy

Environment and sustainability

SSI RCM 101

Workshop I

SSI Fellows Training
23rd July 2025



MEETING PRACTICE



1. Follow the participant briefing for all information and links needed
2. You can use **Written (W)** or **Spoken (S)** options to interact - please edit your username to indicate your preference by adding **W** or **S** in front of your name
3. We'd love to see you, so please turn on your camera if you can - take a break if needed.
4. All questions are welcome through chat and by raising virtual hand (Zoom )
5. You can take notes for future reference - we have shared notes. Please credit contributions!
6. Cass, Malvika, Emma are your trainers - they will keep things moving for time!
7. Connect with them and others on Slack **#ssi-rcm101**. We will share resources there.

AGENDA

Start time	Activity
14:00 - 14:30	Welcome and icebreaker
14:25 - 14:55	Workshop 1 starts
14:55 - 15:05	Break
15:05 - 15:50	Workshop continues
15:50 - 16:00	Wrap up, next steps and questions

Icebreaker

Workshop 1

SSI Fellows Training
23rd July 2025



Icebreaker prompts: 2 X 8 minutes



Let's get to know each other and exchange ideas

You will be assigned to two rounds of breakout discussions

- **Round 1:** Prompt 1 & 2
- **Round 2:** Prompt 3 & 4

Icebreaker prompts: 2 X 8 minutes

Recall and share about ...

Round 1:

1. A tradition from your culture/context that you enjoy socially. What makes this tradition special?
2. The most rewarding aspect of your work. What makes it so?

Round 2:

3. A community space that makes/made you feel welcome. Why is/was this the case?
4. A meeting format that helps you engage well. What is special about this format?



RESEARCH AND AI FOR PUBLIC BENEFIT

“An ecosystem where...”:

AI drives the economic growth on which the **prosperity of people** and the performance of our public services depend

AI **directly benefits people** by improving health care and education and how they interact with their government

Increasing of **prevalence of AI in people's lives** opens up new opportunities

AI OPPORTUNITIES ACTION PLAN

Ramping up AI adoption across the UK to boost economic growth, provide jobs for the future and improve people's everyday lives

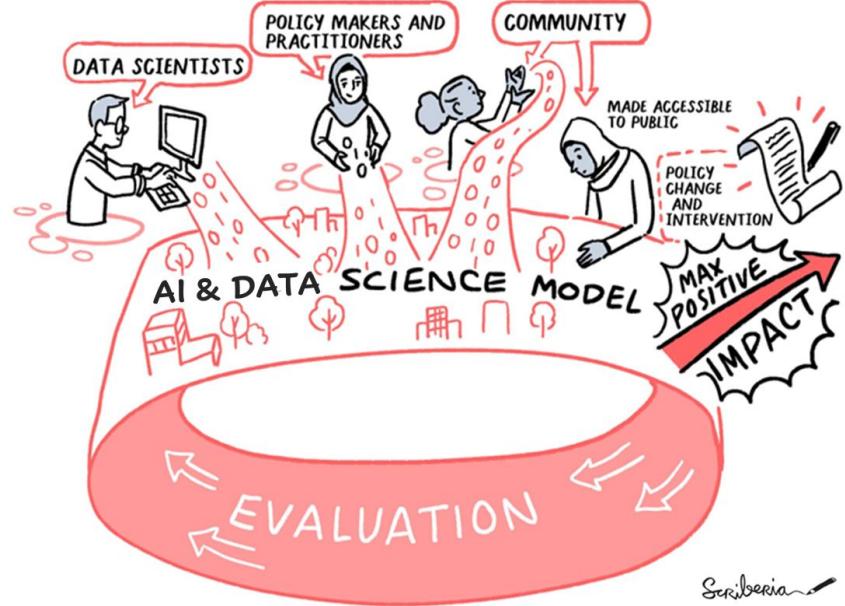
- 1.1 Building sufficient, secure and sustainable AI Infrastructure*
 - 1.2 Unlocking data assets in the public and private sector*
 - 1.3 Training, attracting and retaining the next generation of AI scientists*
 - 1.3 Enabling safe and trusted AI development and adoption through regulation, safety and assurance*
- Published by [gov.uk](#) on 13 January 2025

RESEARCH AND AI FOR PUBLIC BENEFIT

Development should be driven by the needs, values and interest of people / community

Therefore, all expertise should be involved

- Domain experts
- Users / Contributors
- Data Scientists
- Patients/Public Representatives
- Policy makers
- And many more

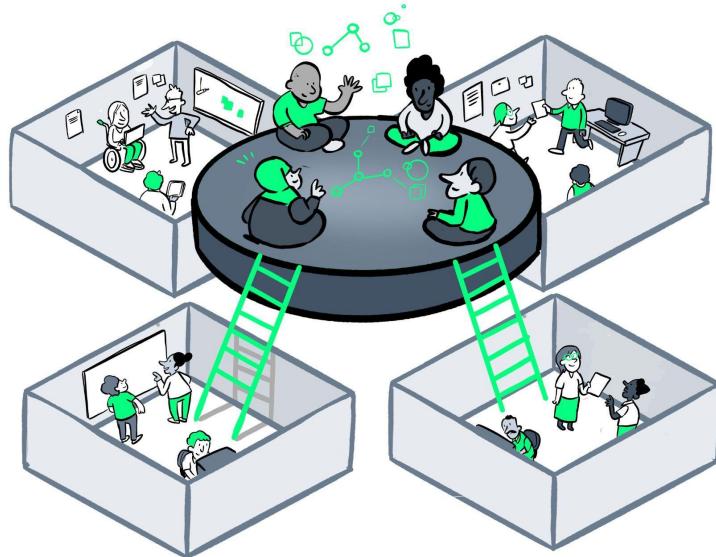


CC-BY 4.0 image by *The Turing Way* and Scriberia, Zenodo: <https://doi.org/10.5281/zenodo.3332807>.

RESEARCH AND AI FOR PUBLIC BENEFIT

What does it take to drive research and AI forward?

- To collaborate?
- To co-create?
- To address societal needs?
- To innovate responsibly?
- To scale the impact?
- To benefit all actors?



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Diversifying Professional Roles enables

- Building diverse teams of specialist and generalists with range of expertise
- Embedding technical AND social considerations for robust research systems across all stages
- Providing ideal environment for collaboration and engagement with the broader community
- Examples:
 - Research Project Managers
 - Research Software Engineers
 - Research Community Managers

The
Alan Turing
Institute



Diversifying Professional Roles in Data Science

Policy Briefing, March 2025



Emma Karoune & Malvika Sharan

The Turing Way research project, supported by the Skills Policy Award, 2023-2024

1. What is RCM?

2. Skills and responsibilities

3. Community maturation

4. Managing your community



The Turing Way: Global Community Project



An open science project and community-driven project on data science and research practices.

- 5 guides, 1 community handbook, 350+ chapters;
- 500+ co-authors; 6000+ monthly users,
- collaboration with 50+ organisations;
- citations in 100+ peer reviewed papers, reports, policies and online resources;
- HiddenREF and OpenUK awards; influenced and inspired many resources & community projects.



CC-BY 4.0 image by The Turing Way and Scriberia, Zenodo: <https://doi.org/10.5281/zenodo.3332807>.

TRAINING GOALS

1. **Learn** about community management through **RCM roles**
2. **Explore RCM skills, knowledge and behaviours** and Identify what is needed in your community
3. **Identify** where your **community** can be supported better and plan for it
4. **Build** strategies for **community management**

Consider a community you think needs managing throughout the exercises!

<https://doi.org/10.48550/arXiv.2409.00108>

arXiv > physics > arXiv:2409.00108

Physics > Physics and Society

[Submitted on 27 Aug 2024]

Professionalising Community Management Roles in Interdisciplinary Research Projects

Malvika Sharan, Emma Karoune, Vicky Hellon, Cassandra Gould van Praag, Gabin Kayumbi, Arielle Bennett, Alexandra Araujo Alvarez, Anne Lee Steele, Sophia Batchelor, Arron Lacey, Kirstie Whitaker

In this article we discuss community management in interdisciplinary research teams, focusing on recognising and professionalising roles referred to here as the Research Community Managers (RCM). Drawing insights and examples from research and data science projects, we discuss how RCM roles address some of the researchâ€™s most pressing challenges, from promoting best practices for open research and reproducibility to engaging diverse stakeholders in community-led research and ensuring fair recognition for their contributions. We offer a Community Maturation Indicator and share examples of projects from The Alan Turing Institute, the UK's national institute for data science and Artificial Intelligence (AI), where institutionally supported RCM roles were established.

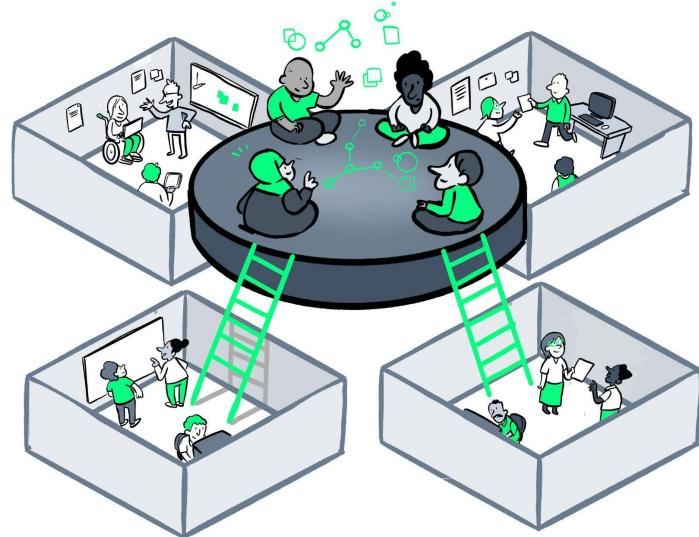
With the aim to integrate RCM expertise in teams involved in data science and AI research, we provide an RCM Skills and Competencies Framework. We also propose a roadmap for professionalising RCM roles by improving recognition and rewards, potential career paths and organisational support structures. To systematically sustain and progress these roles, we recommend institutional investment in establishing RCM teams that are empowered to prioritise collaboration, transparency and community-based approaches in interdisciplinary projects, such as in data science and AI. As a team, RCMs are well placed to connect disparate teams, initiatives and resources across the organisation, building more resilient research communities that can achieve greater innovation, improved project outcomes and a strongly connected ecosystem, with impacts extending beyond their narrow contexts.



What is RCM?

Our definition:

RCMs foster a **collaborative environment** where a diverse community can access the **socio-technical infrastructure** and **participatory processes** they need to actively engage, gain recognition and build shared agency over their work.



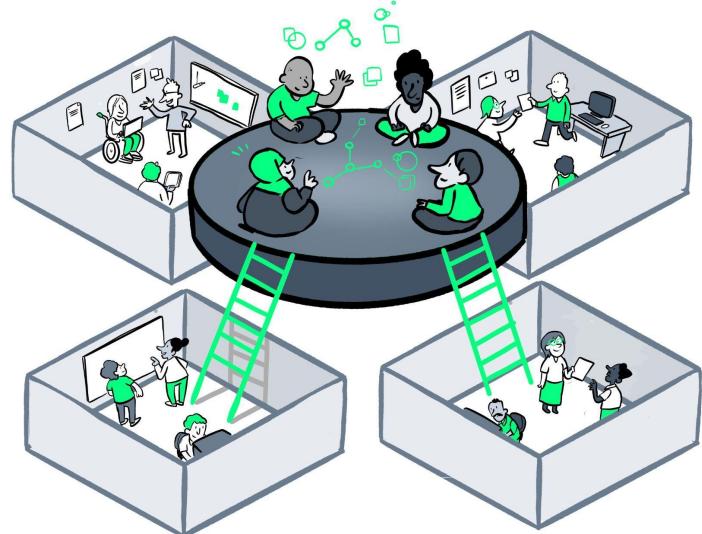
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What is RCM?

Our definition:

RCMs foster a **collaborative environment** where a diverse community can access the **socio-technical infrastructure** and **participatory processes** they need to actively engage, gain recognition and build shared agency over their work.

RCMs bring **experience in research and data** and **embed community interests** while working in the **interface** of leadership, project management, research/data science team and **wider community**.



CC-BY 4.0 image by *The Turing Way* and Scriberia, Zenodo: <https://doi.org/10.5281/zenodo.3332807>.



Reflection: 2-3 Mins

What is the purpose of
your community?

Share in Zoom Chat

PURPOSE OF COMMUNITY

A market tool

- Creating a loyal customer base
- Feeling connected to the brand
- Boost product adoption and brand loyalty

Community **consumes** the brand and **advocates** for it!

A collaborative ecosystem

- Emphasises innovation and problem-solving
- Contributing to each others success
- Platform for co-creation, feedback, exchange

Community **shapes** the offering itself, and builds a **sense of agency**

COMMUNITY AS A MARKET TOOL

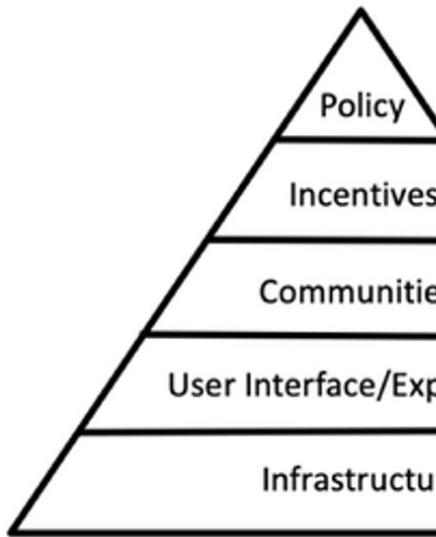
Marketing Funnel



“Build it and they will come”

- Creating a loyal customer base
- Feeling connected to the brand
- Boost product adoption and brand loyalty

COMMUNITY AS A MARKET TOOL



Make it required
Make it rewarding
Make it normative
Make it easy
Make it possible

“Build it and they will come”

Brian Nosek (COS) “Research Culture Change”

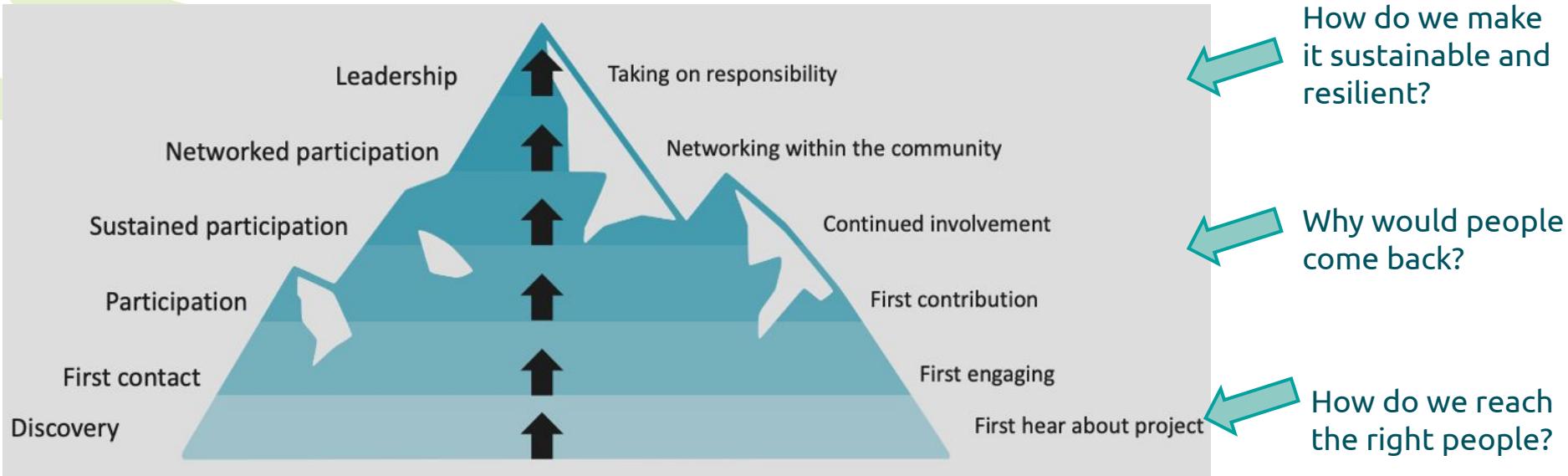
COMMUNITY OF COLLABORATION



"Build it with them"

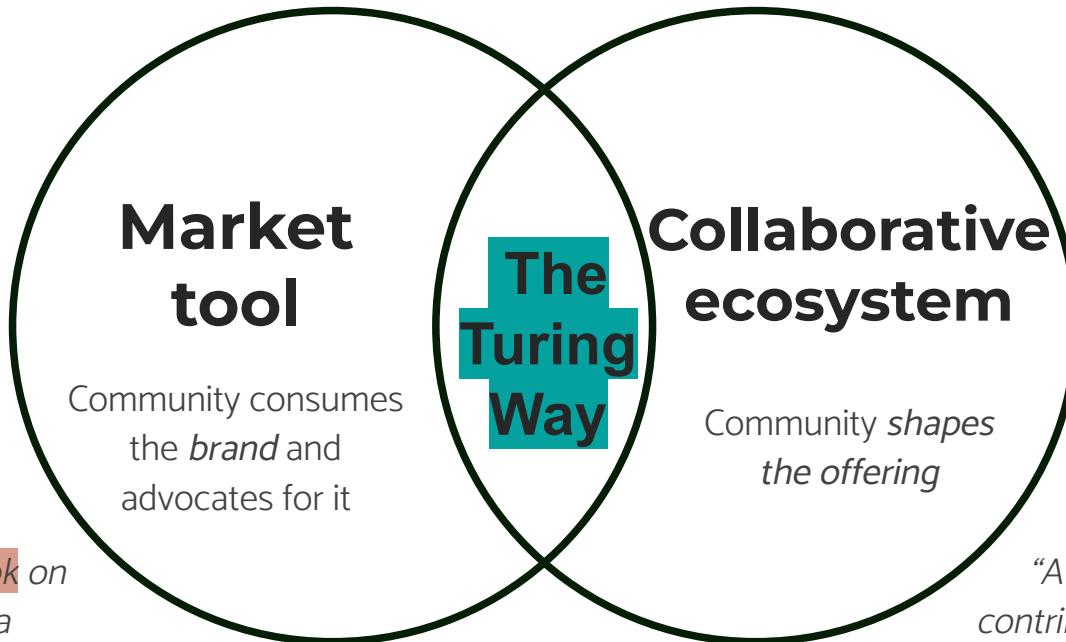
Adapted by Kirstie Whitaker, UKRN #Repro2020, Jan 2020

Flipping the Market Funnel for Community Leadership



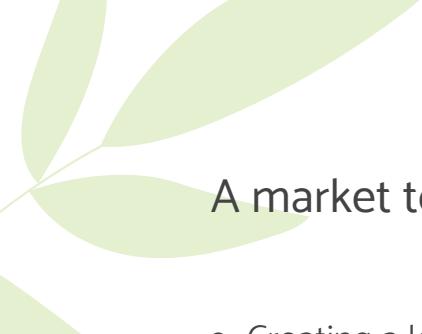
Mountain of engagement, Chad Sansing, Abigail Cabunoc Mayes - Mozilla Open Leadership and OLS - Open Seeds, adapted by Cass Gould Van Praag

PURPOSE OF COMMUNITY



"The Turing Way handbook on good practices for data science - serves as an entry point for community"

"A diverse community of contributors who collaborate to make data science accessible, comprehensive and effective"



PURPOSE OF COMMUNITY

A market tool

- Creating a loyal customer base
- Feeling connected to the brand
- Boost product adoption and brand loyalty

Community consumes the brand and advocates for it

A collaborative ecosystem

- Emphasizes innovation and problem-solving
- Contributing to each others success
- Platform for co-creation, feedback, and open exchange

Community shapes the offering itself

We help identify the problems that matter, and solve them together

1. What is RCM?

2. Skills and responsibilities

3. Community maturation

4. Managing your community

Community mapping, engagement strategy, inviting people into conversations

FACILITATE STAKEHOLDER ENGAGEMENT AND COLLABORATION

PROVIDE TECHNICAL SUPPORT

Domain expertise, open practices, connecting & signposting

ENSURE A SHARED UNDERSTANDING

Publishing documents, building roadmaps, facilitating sharing

EMBED OPEN, INCLUSIVE AND REPRODUCIBLE IDEAS

Develop training, reviewing materials, guiding policy, EDI

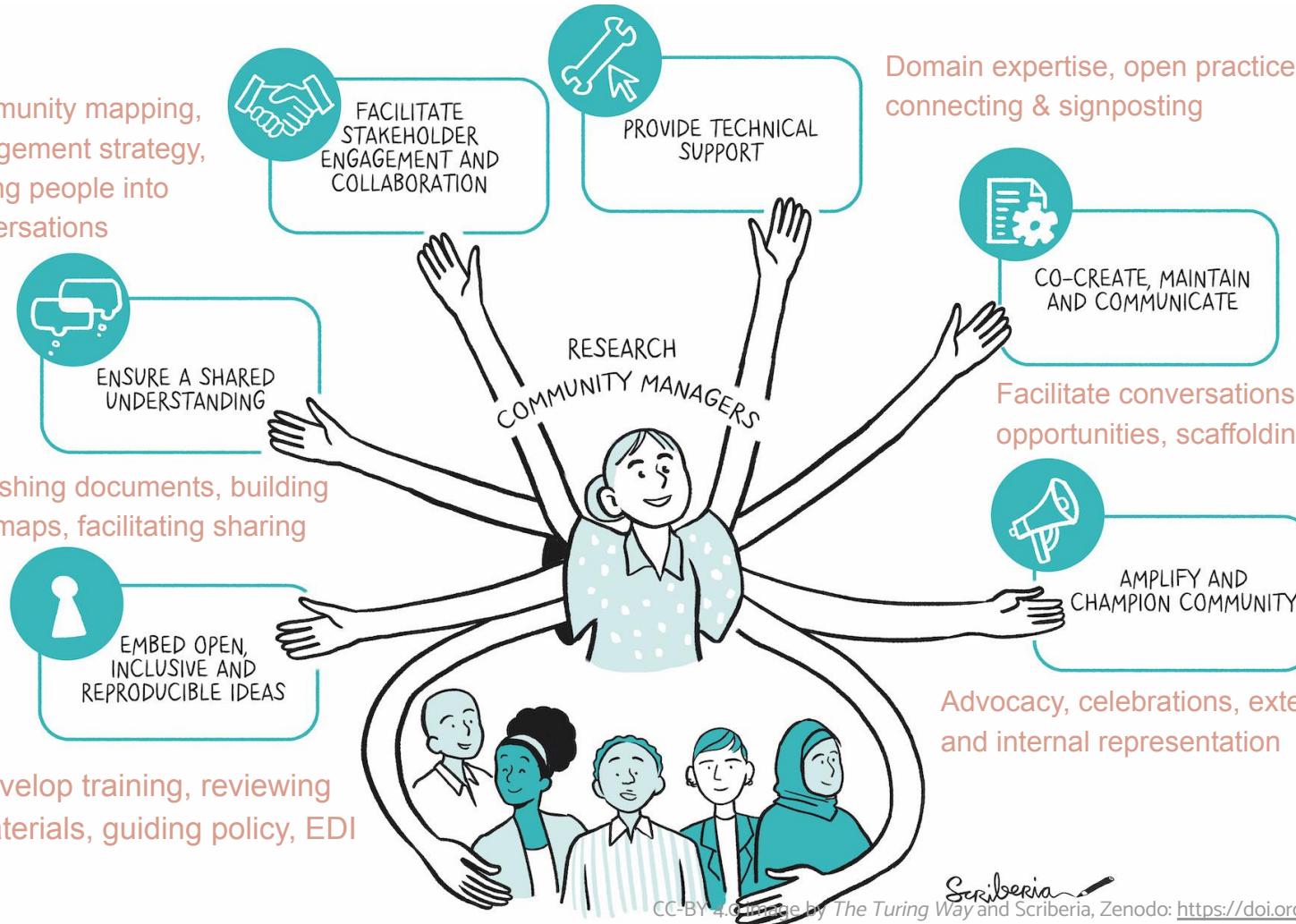
RESEARCH
COMMUNITY MANAGERS

CO-CREATE, MAINTAIN AND COMMUNICATE

Facilitate conversations, create opportunities, scaffolding

AMPLIFY AND CHAMPION COMMUNITY

Advocacy, celebrations, external and internal representation



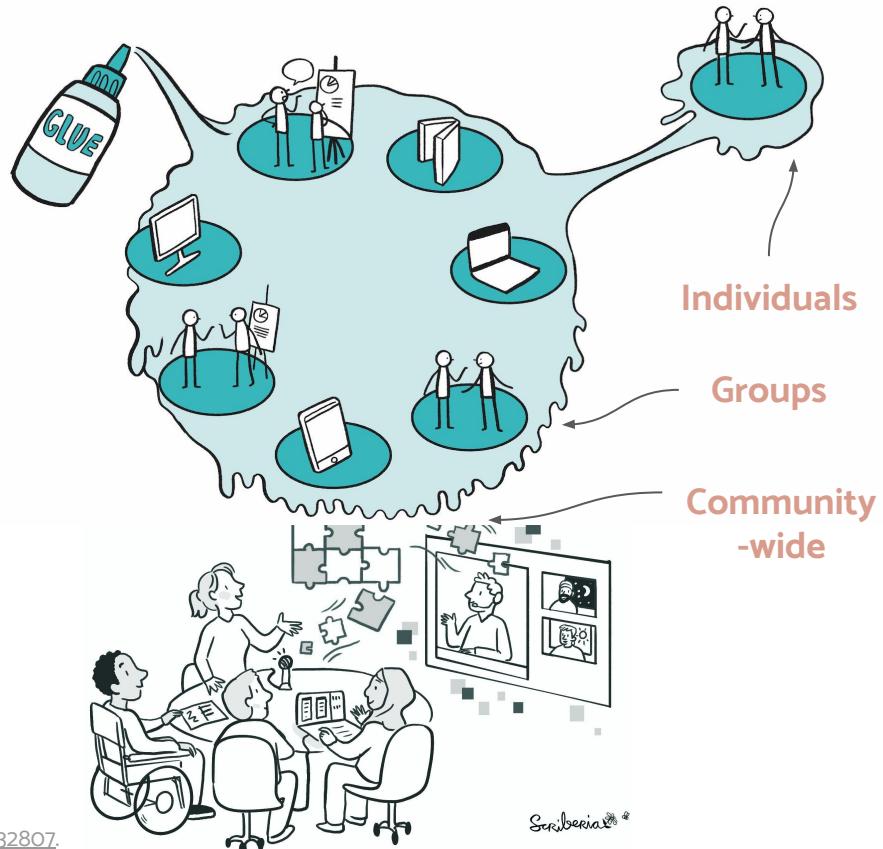
What do RCMs do?



What do RCMs do?



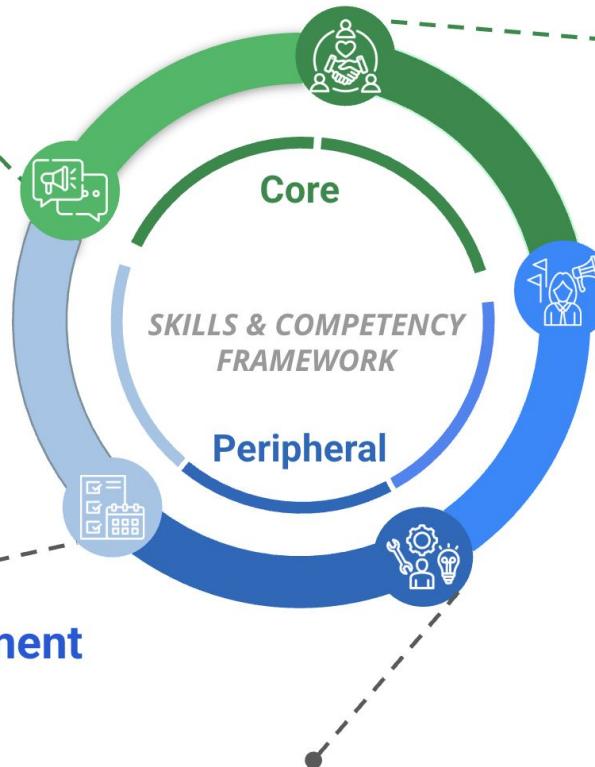
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SKILLS AND COMPETENCIES

Communications

Make it discoverable and understandable



Strategic Development

Prioritise community benefits and interests

Technical Expertise

Integrate and demonstrate good practice

Engagement

Make it accessible and inclusive

Accountability

Clarity and progress through governance and management

[https://doi.org/10.48550/
arXiv.2409.00108](https://doi.org/10.48550/arXiv.2409.00108)

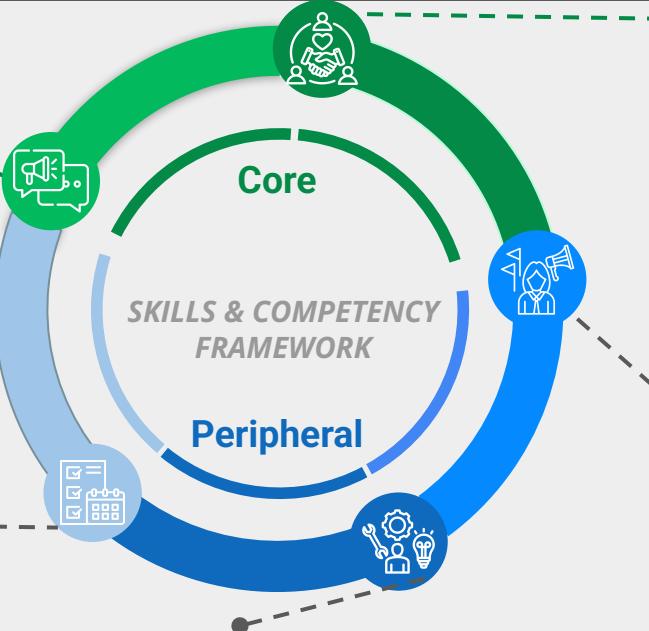


Communication

- Participation guidelines and process
- Content development
- Technical documentation
- Open communication
- Community documentation
- Resource curation
- Internal communication platforms
- External communication management
- Best practices
- Community events
- Community-level governance
- Impact and reporting
- Engaging non-specialist users

Strategic Development

- Horizon scanning, Identify opportunities
- Vision and priorities (w/ Leadership)
- Ways of working
- Implement policies (W/ RPM)
- Community assessment
- Community/project collaboration
- Community advocacy
- Incentive and rewards (w/ Leadership)
- Identify growth opportunity
- Promote/demo open leadership
- Sustainability plans (w/ Leadership)
- Strategic partnerships (w/ Leadership)
- Sustaining/sunsetting (w/ leadership)



Technical Expertise

- | | |
|-------------------------------------|-------------------------------------|
| License types, version control | Product management (w/ RAM) |
| Infrastructure, technical skills | Technical Support (w/ RSE/RDS) |
| open science strategy | Web/UI/UX design (w/ UX specialist) |
| Data practice (w/ Data Wranglers) | Reproducible workflows |
| Technical training (w/ Skills team) | Data management (w/ Data Stewards) |
| Supporting code(w/ RSE/RDS) | |
| Maintaining code (w/ RSE/RDS) | |
| Data analysis (w/ RSE/RDS) | |

Sharan, Malvika, Emma Karoune, Vicky Hellon, Cassandra Gould Van Praag, Gabin Kayumbi, Arielle Bennett, Alexandra Araujo Alvarez et al. "Professionalising Community Management Roles in Interdisciplinary Research Projects." *arXiv preprint arXiv:2409.00108* (2024).

Engagement

- Stakeholder mapping & engagement
- Onboarding
- Roadmap for engagement
- Knowledge and skill workshop
- Integrate feedback in strategy
- Mentoring and upskilling members
- Aligning with EDIA principles
- Recognition and visibility
- Onboarding diverse community leaders
- Community events
- Open collaboration
- Community survey and reporting
- Reproducibility and knowledge sharing

Accountability

- Awareness of timeline, budget, risks
- Share community plans
- Team and community meetings
- Task prioritisation
- Build/follow internal process
- Ethics documentation (w/ researchers)
- Event logistics (event teams)
- Budget planning (accounting)
- Project meetings (w/ RPM)
- Community engagement (w/ RPM)
- Legal requirements (w/ RPM)
- Internal project reporting (w/ RPM)
- Records for references (w/ RPM)

SKILLS AND COMPETENCIES

RCMs have varied career paths!

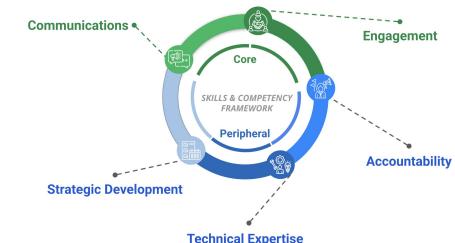
Where can you draw from the community?

ACCOUNTABILITY

Where can you collaborate and develop?

SKILLS AND RESPONSIBILITIES

- ✍️ What skills and resources do you have?
- ✍️ What skills and resources does your community have?
- ✍️ Who / what infrastructure from outside can be brought in to fill the gaps?
- ✍️ What upskilling or resources need to be developed within your community?



SKILLS AND RESPONSIBILITIES



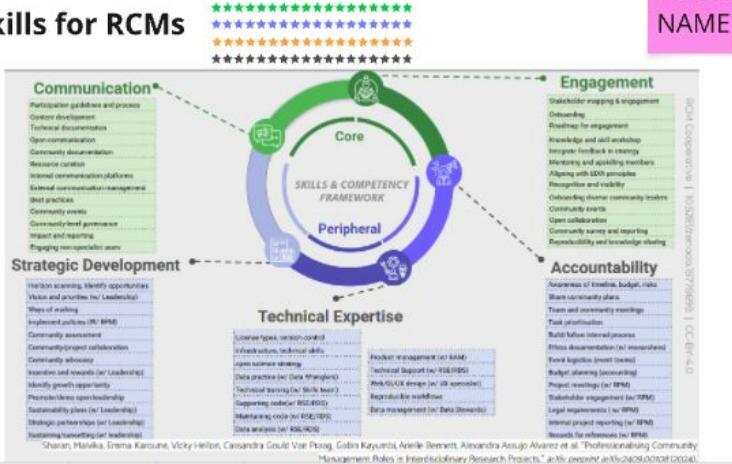
SKILLS AND RESPONSIBILITIES



Frame 8

Workshop 1

Skills for RCMs



YOUR
NAME

Frame 9

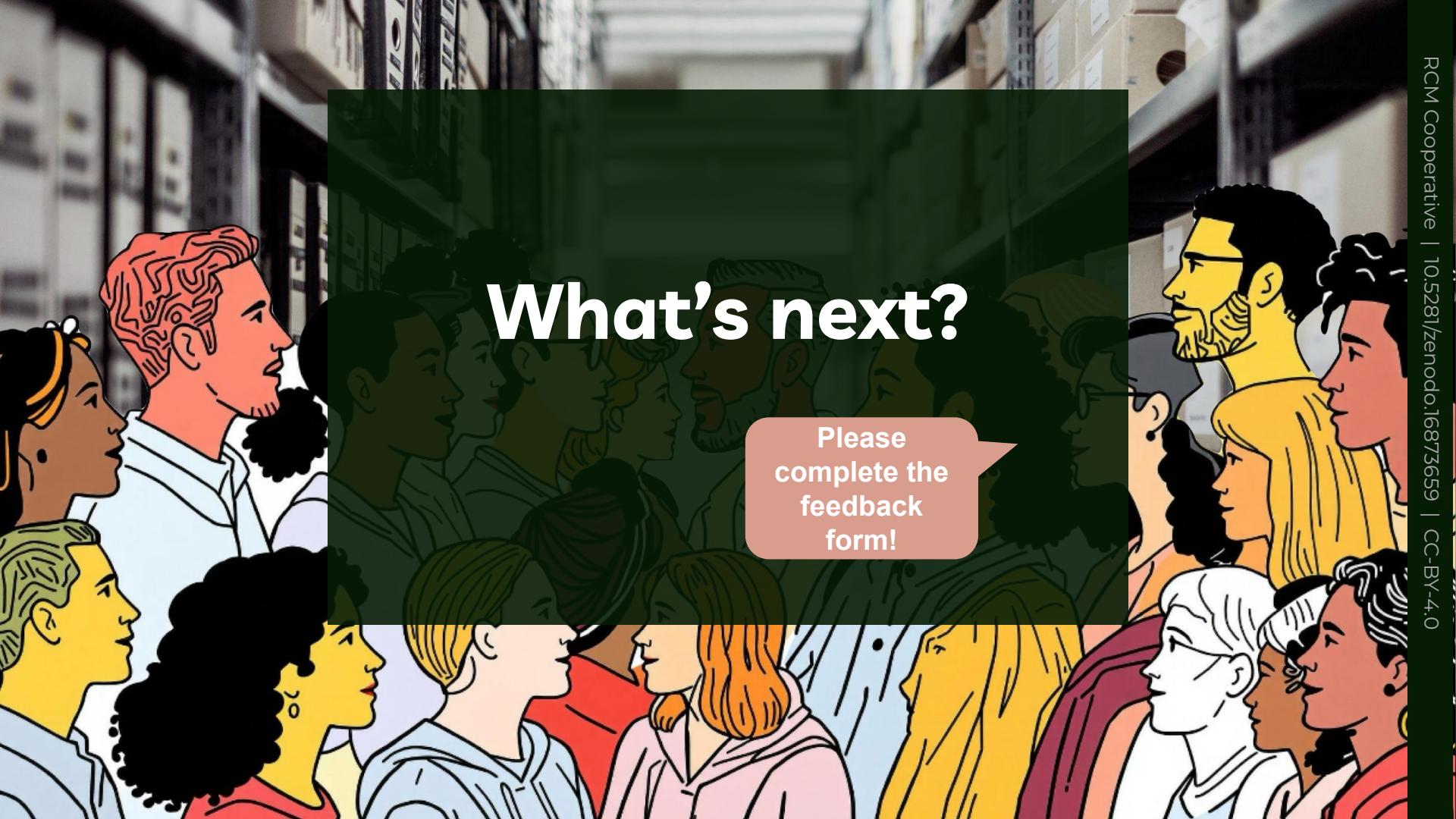
Workshop 1

Skills for RCMs

1. What skills and resources do you have? ★
2. What skills and resources does your community have? ★
3. Who / what infrastructure from outside the project can be brought in to fill the gaps? ★
4. What upskilling or resource development is needed within your community? ★
5. Use the sticky notes below to record your observations or reflections.



YOUR
NAME

A collage of diverse people's profiles in a library setting. The background shows shelves filled with books. In the foreground, there are several stylized, colorful profiles of people of various ethnicities and hair types. A large, semi-transparent dark green rectangular box covers the center of the image. Inside this box, the text "What's next?" is displayed in a large, white, sans-serif font.

What's next?

Please
complete the
feedback
form!

Community Clinic

Workshop 1

SSI Fellows Training
23rd July 2025



WHAT TO EXPECT

Please share a **critical situation/problem from your community or specific implementation of RCM approaches** that is/was particularly challenging for you to deal with in your project.

We as a team will diagnose the issue, share insights and identify **some potential next steps/solutions**.

If you have already identified a solution, please don't write them down, you will have an opportunity to share that at the end of the clinic.

We will **+1 the issue we want to discuss first**, this would mean that we may use our next clinic to discuss some challenge that we can't get through at this meeting.

SHARE THE FOLLOWING AHEAD OF THE CLINIC

- Community-related challenge that I am currently encountering in my project
- What are the indicators that this issue is particularly challenging?
- Who in your project is involved in addressing it?
- How solving this issue affects your community?

Example problem

Community-related challenge that I am currently encountering in my project

- Lack of engagement at community meetings

What are the indicators that this issue is particularly challenging?

- We have a large community but they are not attending our regular meetings - very low turnout compared to total number in community

Who in your project is involved in addressing it?

- Just me :(

How solving this issue affects your community?

- Would increase progress
- Would bolster collaboration between members



Share your feedback: bit.ly/ssi-rcm101-1

- One key takeaway from the meeting
- Pluses: What was good, insightful
- Deltas: What did not go well



End of Workshop 1

SSI Fellows Training



SSI RCM 101

Workshop 2

SSI Fellows Training
13th August 2025



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15:50 - 16:00	Wrap up, next steps and questions

Icebreaker

Part 2

SSI Fellows Training
13th August 2025



Icebreaker prompts: 1 X 8 minutes



Welcome back!
We are so delighted
you are here.

You will be grouped in breakout rooms:

1. *Share how your community started and where you are in the planning or strategy development?*
2. *Share a joyful moment and a pain point of community management?*

1. What is RCM?

2. Skills and responsibilities

3. Community maturation

4. Managing your community

PURPOSE DEFINES PARTICIPATION

Every community should have a purpose (mission/vision)

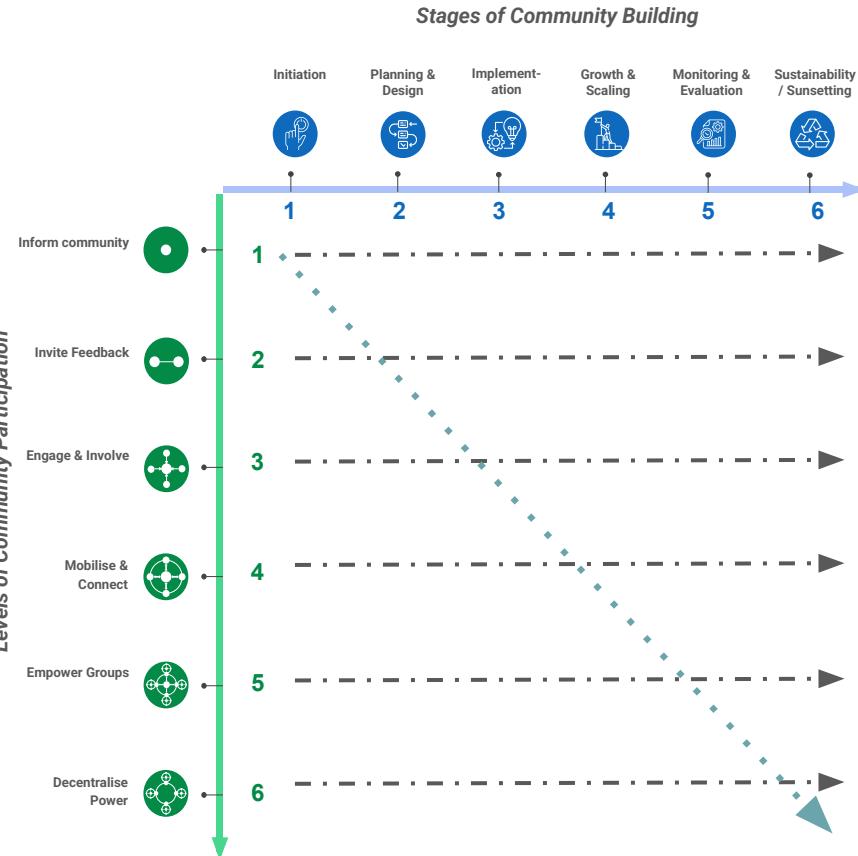
- Purpose defines how you would like community members to interact with you and each other = “Participation”
- Interactions between community members will happen whether you intend for them or not
- The RCMs role is to scaffold, facilitate and empower for the desired level of participation

Communities with more complex participation can do more!

COMMUNITY MATURATION INDICATOR



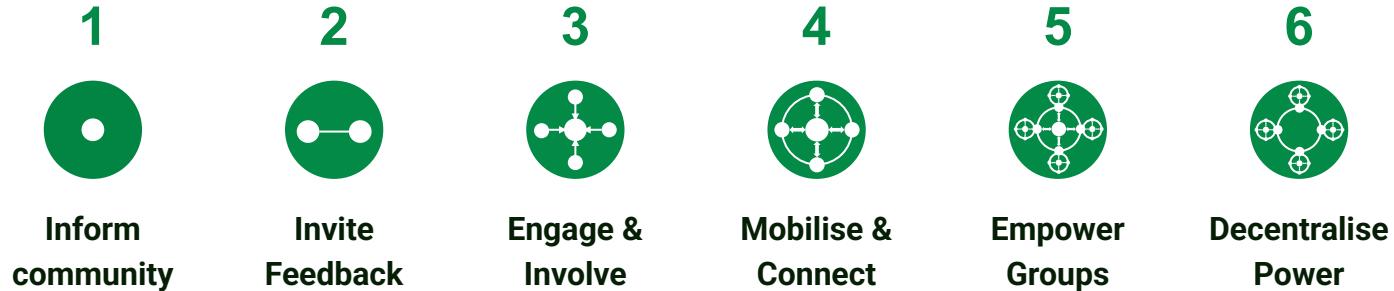
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LEVELS OF PARTICIPATION



LEVELS OF PARTICIPATION



- Complexity of **potential problems** and community **members involved** in solving problems increases
- Scope of participation, diversity of perspectives and collaboration to solve problems improves
- Channels for engagement, **infrastructure** requirement and need for **resourcing** increases
- Peoples' involvement in community building, maintenance and sustainability increases
- Levels of participation can be used to **establish and improve objectives** (example: Y1, Y2, Y5)

LEVELS OF PARTICIPATION

- **Inform:** The community is a communications channel
- **Invite feedback:** The community is invited to share opinions and perspectives
- **Engage & Involve:** Community is supported to collaborate, share practices and combine ideas
- **Mobilise & Connect:** Different groups undertake activities aligned with the community purpose
- **Empower groups:** Groups are connected to support each other and share solutions
- **Decentralise power:** Groups retain certain level of autonomy, while sharing responsibility to maintain and sustain community overall (shared values, goals, directions)

STAGES OF COMMUNITY BUILDING



1



Initiation

2



Planning &
Design

3



Implementation

4



Growth &
Scaling

5



Monitoring &
Evaluation

6



Sustainability
/ Sunsetting



STAGES OF COMMUNITY BUILDING



- Establish your **desired level of participation** and plan **appropriate activities** to achieve that
- Identify **metrics** of progress/success (design stage) and monitor/evaluate those to **plan next stage**
- Stay flexible and adaptive - know when you need to revisit your plans: when **things are not working** or when you are **ready to move to the next stage?**

STAGES OF COMMUNITY BUILDING

- **Initiation:** Establish infrastructure, share information and communicate project goals
- **Planning & Design:** Build stakeholder awareness plans and prioritise specific objectives
- **Implementation:** Provide collaborative opportunities and engage all actors appropriately
- **Growth & Scaling:** Facilitate knowledge exchange, skill building
- **Monitoring & Evaluation:** Assesses success and refine strategy
- **Sustainability / Sunsetting:** Review sustainability, close or future iterations



COMMUNITY MATURATION INDICATOR

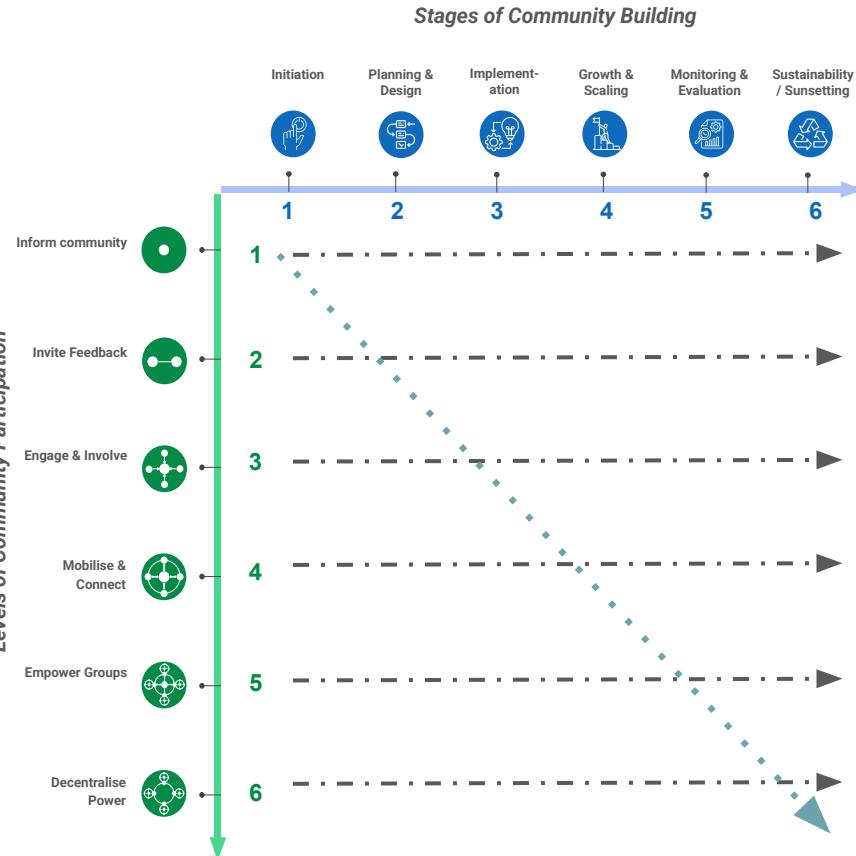
LEVELS OF PARTICIPATION +

STAGES OF COMMUNITY BUILDING

COMMUNITY MATURATION INDICATOR

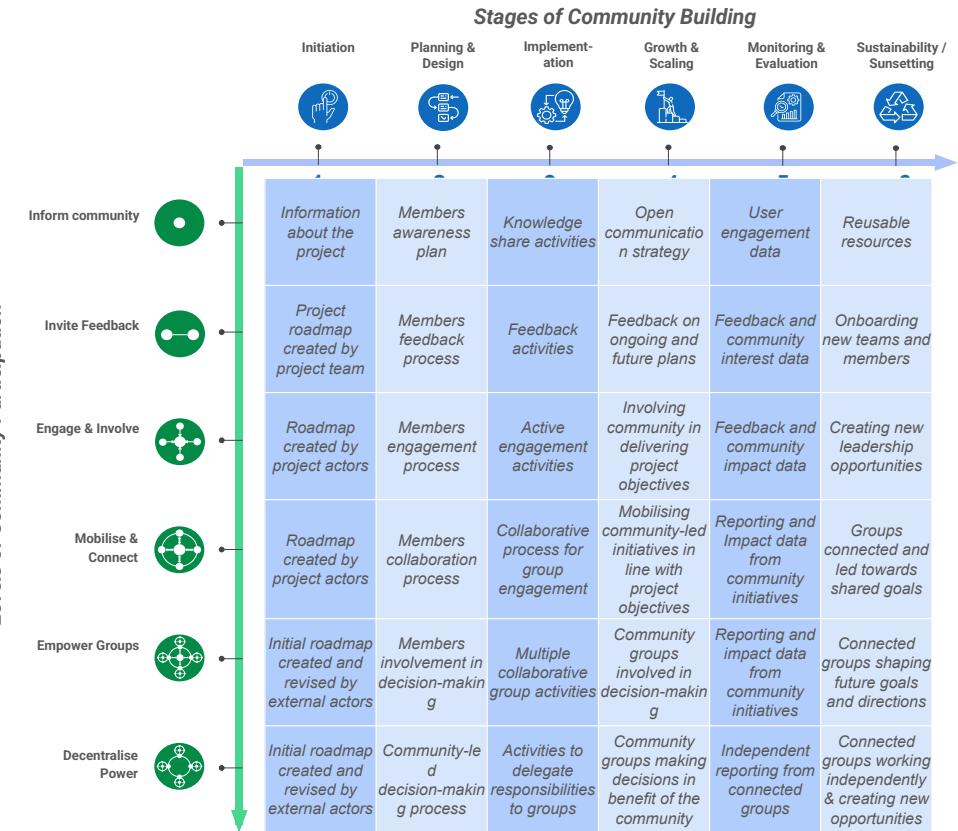


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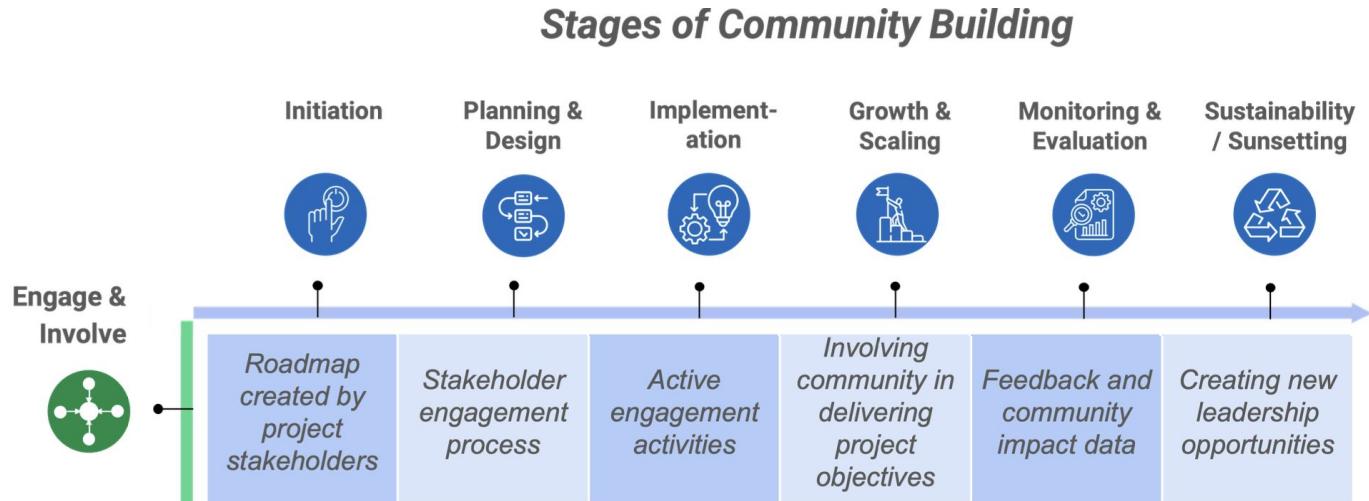
COMMUNITY MATURATION INDICATOR:

Example of what community “engagement” looks like at different levels of participation and how that influence activities/plans in the different stages of community building



COMMUNITY MATURATION INDICATOR:

Level 3: Engage and Involve in community “engagement”



COMMUNITY MATURATION INDICATOR

- ✍️ What is the desired/necessary level of participation in your community and why?
- ✍️ What is the actual level of participation in your community?
- ✍️ What stage of community building are you at for your desired/actual level of participation?
- ✍️ Is this what you had expected? If not, what is missing in your plan?
- ✍️ What actions could you take next?



Break

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13th August 2025



1. What is RCM?

“Stakeholder” as a term has a colonial history. When possible, explicitly name groups. Or use other terms, such as “interest holders”.

2. Skills and responsibilities

3. Community maturation

4. Managing your community

MANAGING YOUR COMMUNITY

You are designing for people – you need to know who they are so you can:

- anticipate and respond to their needs
- understand who is supporting and has influence
- design inclusively
- know who to speak to when
- know who to connect to whom



WHO ARE IN YOUR COMMUNITY?

Project team



Users

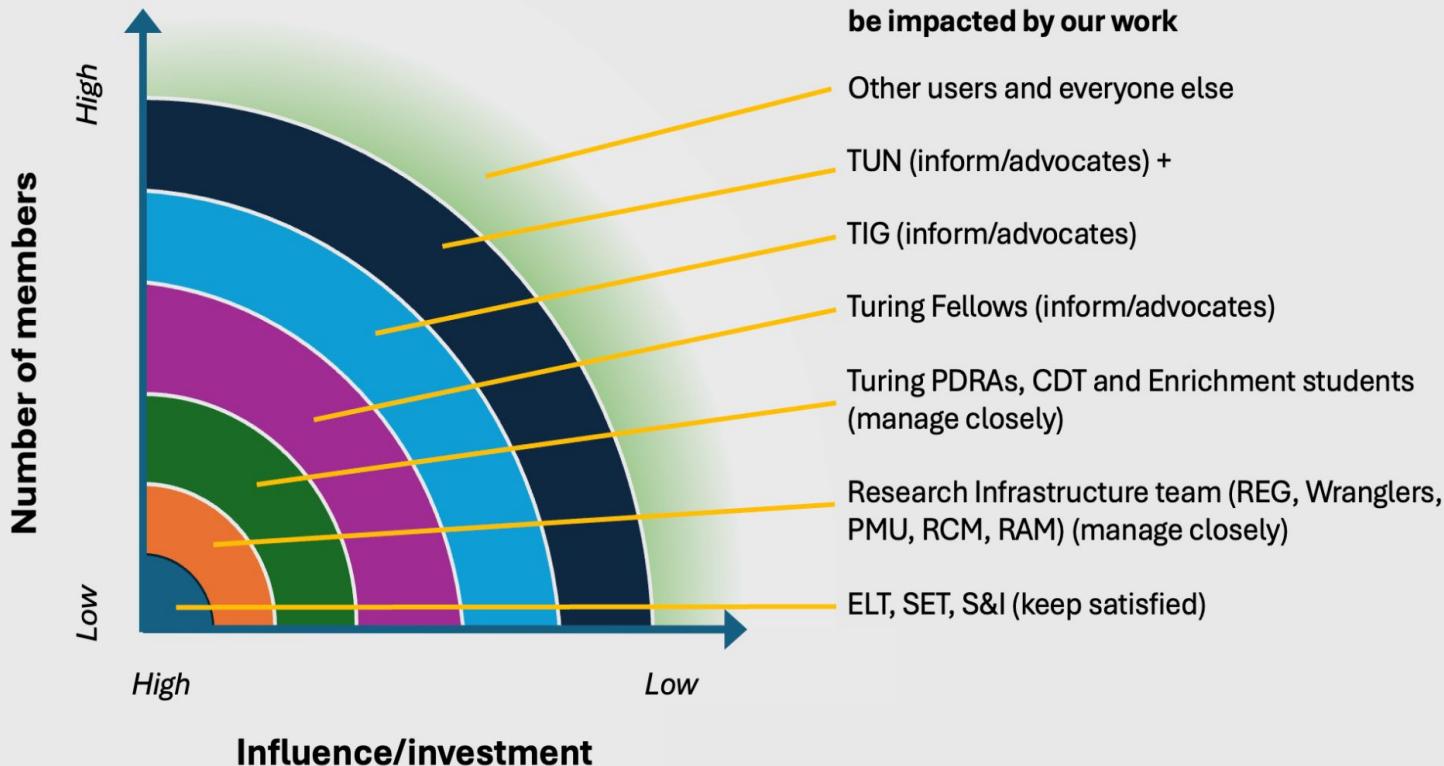


Contributors



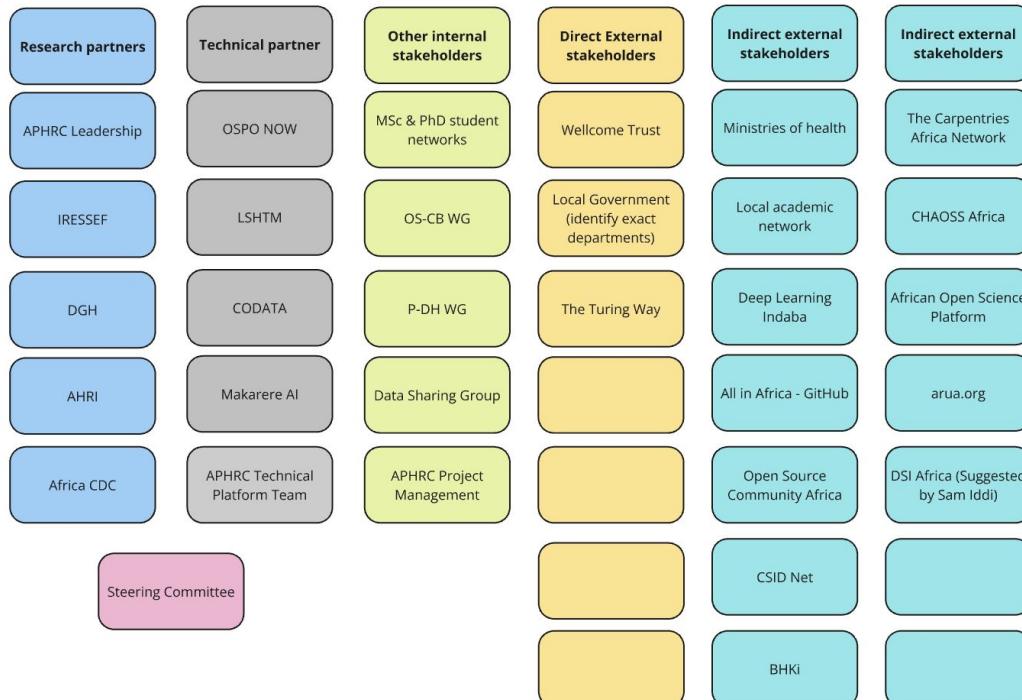
Example: Environment and Sustainability Research Teams

E&S Stakeholder group



Example: Data Science Without Borders - white board / sticky note exercise

Data Science Without Borders: Stakeholder Mapping

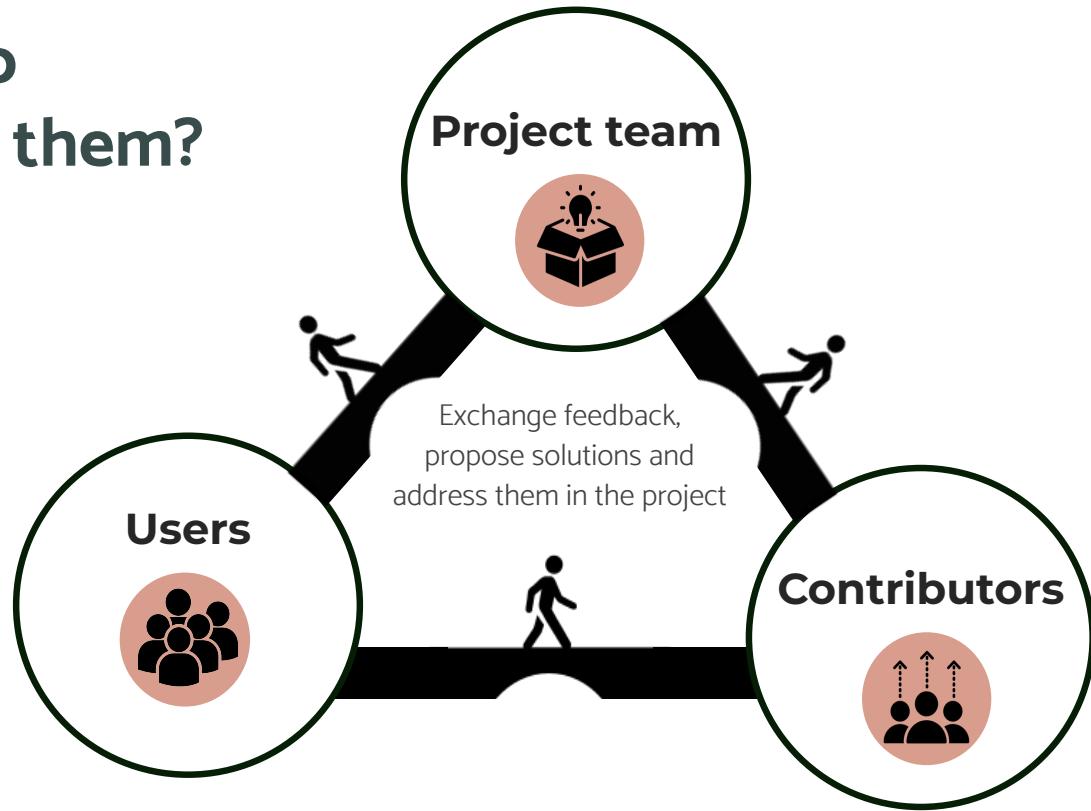


Mapping on Miro or other similar boards:
<https://miro.com/app/board/uXjVLgVaxak=/>

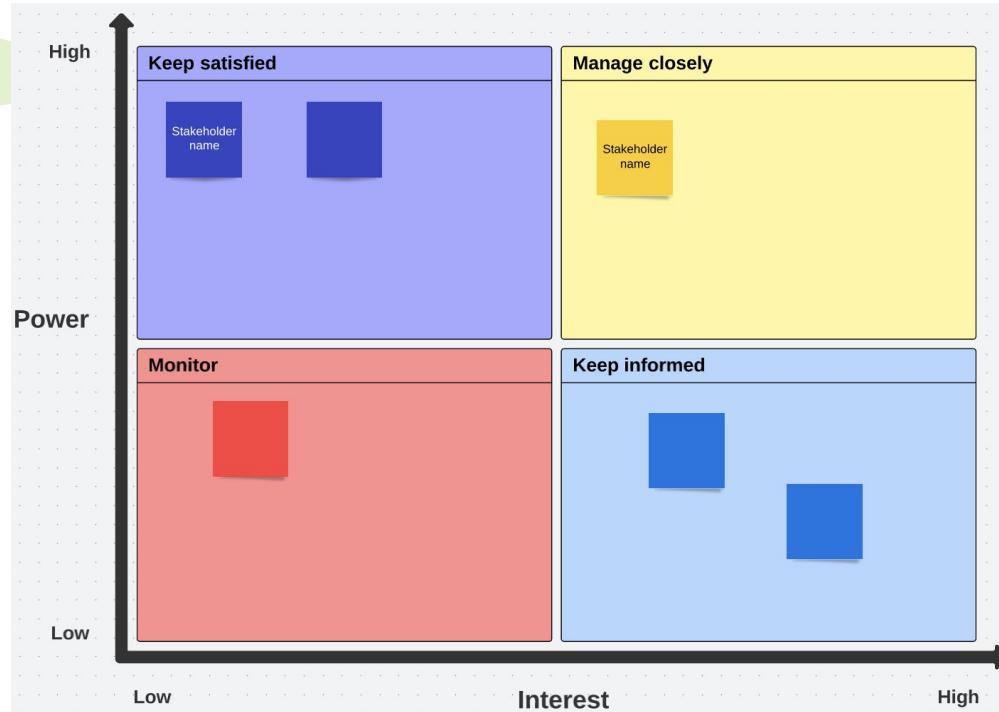
Example: Data Science Without Borders - Table (more diverse use of this format)

A	B	C	D	E	F	G	H	I	J
label	Affiliation	Job title	Role	Description	Keywords describing your expertise	Type			
Kiragga	APHRC	Project Lead	Providing overall strategy	Agnes Kiragga is a trained Researcher and Data advocate stands for Project Leads in Data Science	Project Leader	Project Lead			
Diop	IRESSEF	Data science Manager	As the lead data scientist	I'm a data scientist, startupper and researcher	Python SQL ML data analysis	Research paper			
Brenda	DGH	Data Manager	Develop and implement data management	Yankam Brenda has a background in Quantitative data analysis	Quantitative data analysis	Research paper			
Amadi	LSHTM	Data Documentation	Part of Platform and Data	David Kivuli Amadi is a health professional	Metadata Standards Data	Technical paper			
Barasa	APHRC	Project Manager	As the project manager I coordinate	Miranda is a project manager	Public Health Research	Research paper			
				She holds an MSc in Public Health					
Bhattacharjee	LSHTM	Data Analyst	In DSWB, Tathagata works	With experience in data analysis	Health Data Science Learning	Technical paper			
Gningue	IRESSEF	Project coordinator	My role as a Project Coordinator	Dr Moctar Gningue	Public Health specialist	Research paper			
			This includes supporting	Pharmacist / Junior Epidemiologist					
				Project Coordinator DSWB SEI					
Abdissa	AHRI	Deputy Director General	Ethiopian Pathfinder Lead	Alemseged Abdissa, PhD, has	Microbiology Infection	Research paper			
				His impressive publication record					
				His passion for research and innovation					

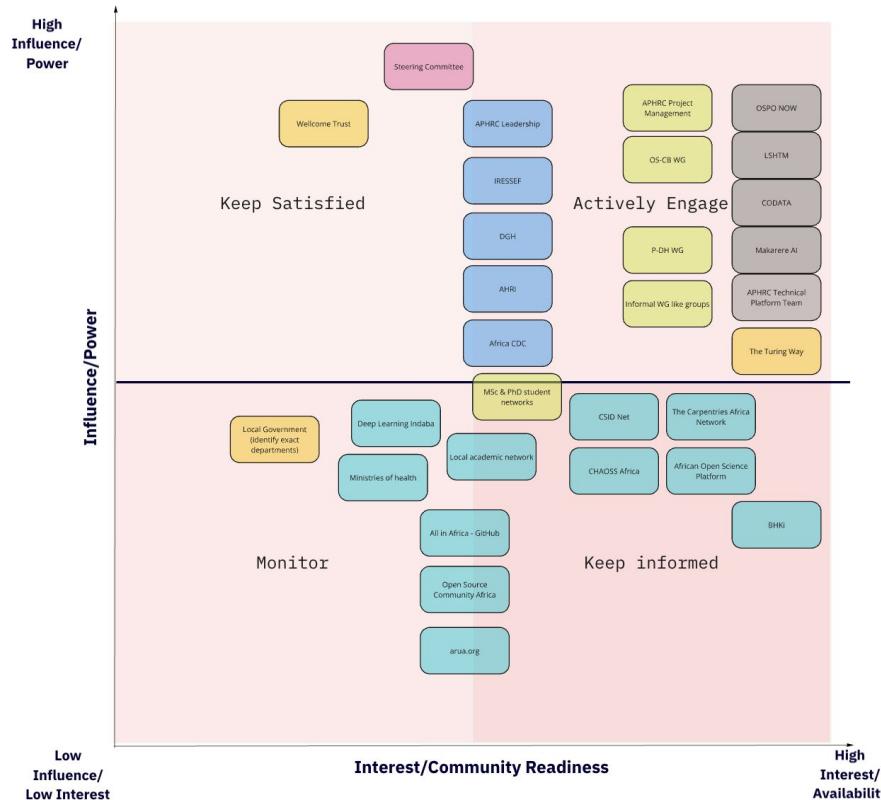
How do you want to engage and involve them?



How can you prioritise their engagement?

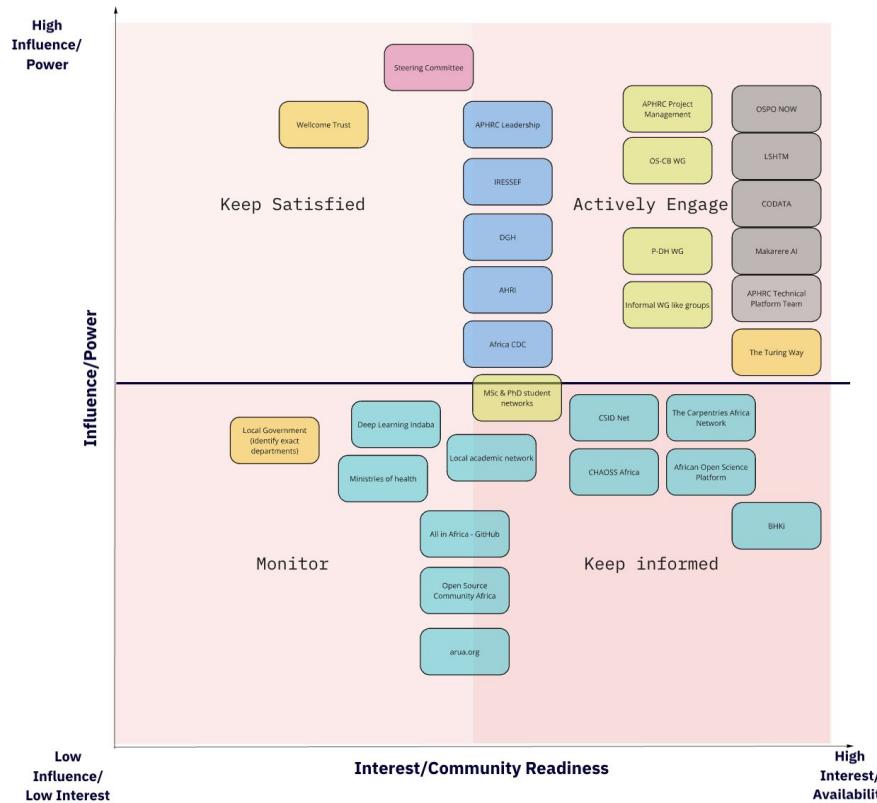


Example: Data Science Without Borders - Influence vs Interest/readiness



In Miro: Move your card across different axes:
<https://miro.com/app/board/uXjVLgVaxak=/>

Example: Data Science Without Borders - Influence vs Interest/readiness

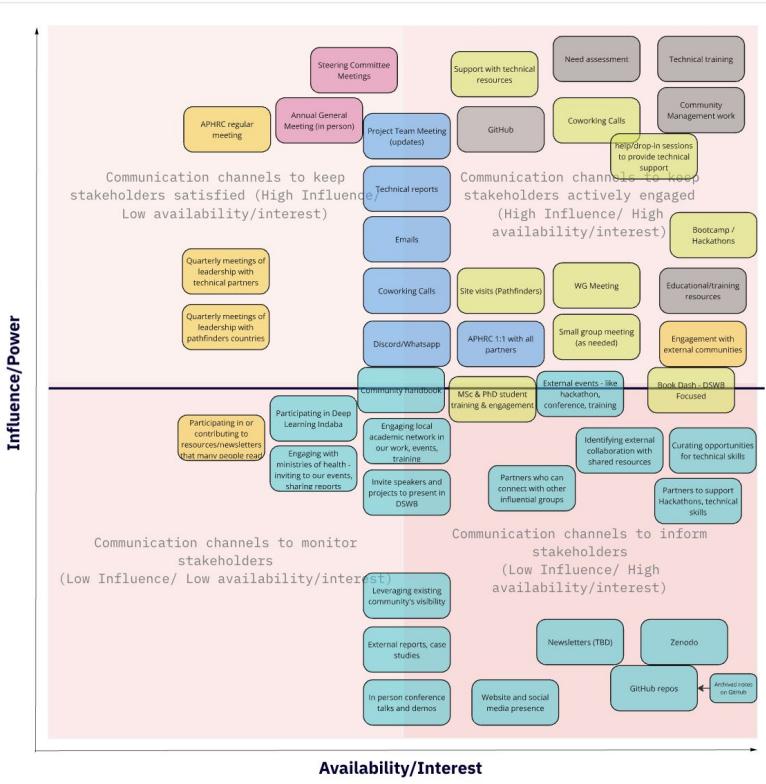


In Miro: Move your card across different axes:
<https://miro.com/app/board/uXjVLgVaxak=/>

In table format: Additional columns to analyse their influence/involvement

K	M	O	P
Influence over project	Interest in project	How they engage	Interaction type
High Influence	High Interest	Responsible Accountable	Manage Closely (High Power – High Interest)
Medium Influence	High Interest	Consulted	Manage Closely (High Power – High Interest)
High Influence	Low Interest	Responsible	Keep satisfied (High Power – Low Interest)
Low Influence	Low Interest	Informed	Monitor (Low Power – Low Interest)
Low Influence	High Interest	Consulted Informed	Keep Informed (Low Power – High Interest)

Example: Data Science Without Borders - How do they engage?

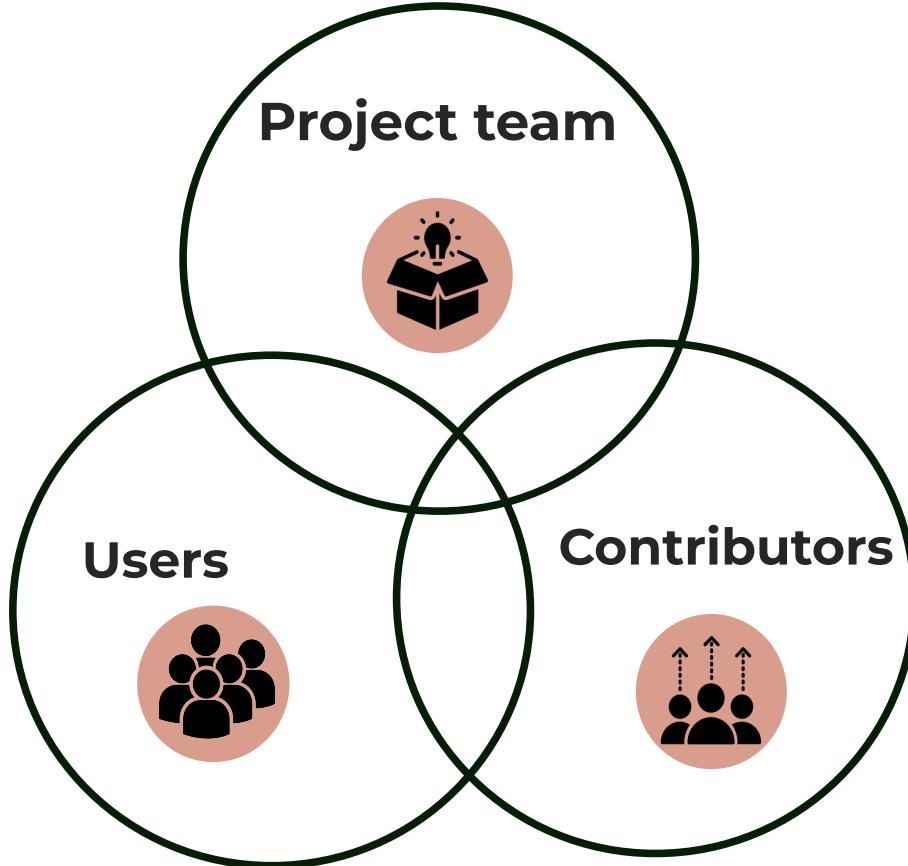


In Miro: Identify different engagement pathways:
<https://miro.com/app/board/uXjVLgVaxak=/>

In table format: Additional columns to analyse how these channels improve influence/involvement

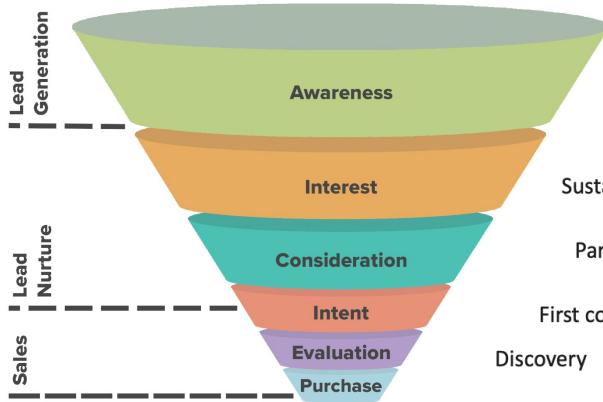


Are there groups who should be engaged better? How *can they support* in engaging other members?

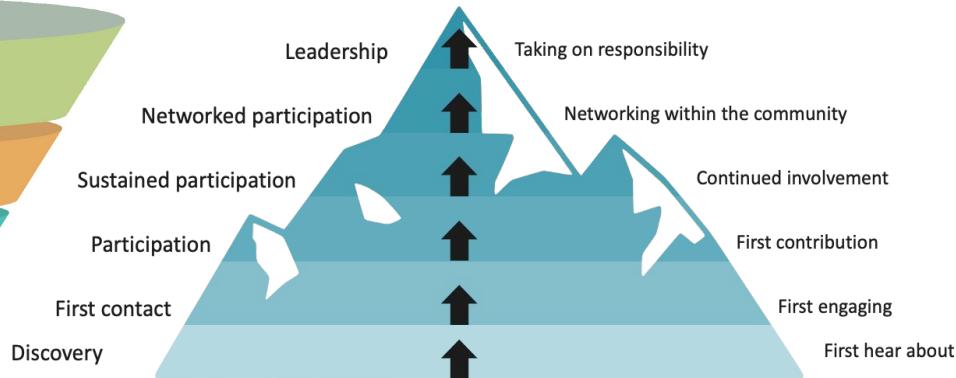


What engagement pathways do you need to create?

Buy-in



Engagement level



- What agency and recognition they receive? ←
- Why should they support your community? ←
- Why should they join your community? ←

What values do you create to sustain their engagement?

1



Inform
community

2



Invite
Feedback

3



Engage &
Involve

4



Mobilise &
Connect

5



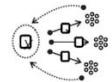
Empower
Groups

6



Decentralise
Power

Gifting



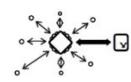
No-strings-attached giving of valued products or services



example:

Google Android gifted a development platform to encourage new uses by developers

Creating Together



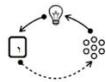
Sharing the tasks and costs of achieving a pre-established goal



example:

Local Motors invites designers to use an on-line shared database of parts to co-develop products

Soliciting Ideas



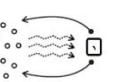
Using a community to generate ideas and solutions



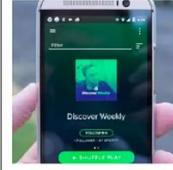
example:

The LEGO Ideas platform allows anyone to propose a kit idea which can be voted into production by all

Learning Through Use



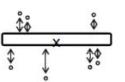
Collecting and analyzing activity to improve products or services



example:

Spotify Discover Weekly learns user tastes and then creates playlists that users find spot-on.

Enhancing Value Exchange



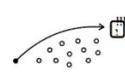
Adding value to, or easing exchanges via your technology or service



example:

Be My Eyes enables sighted people to remotely 'see' for the blind - and creates insight to sell to 3rd parties

Networking Common Interests



Coordinating to ensure individual activities achieve more towards a shared mission

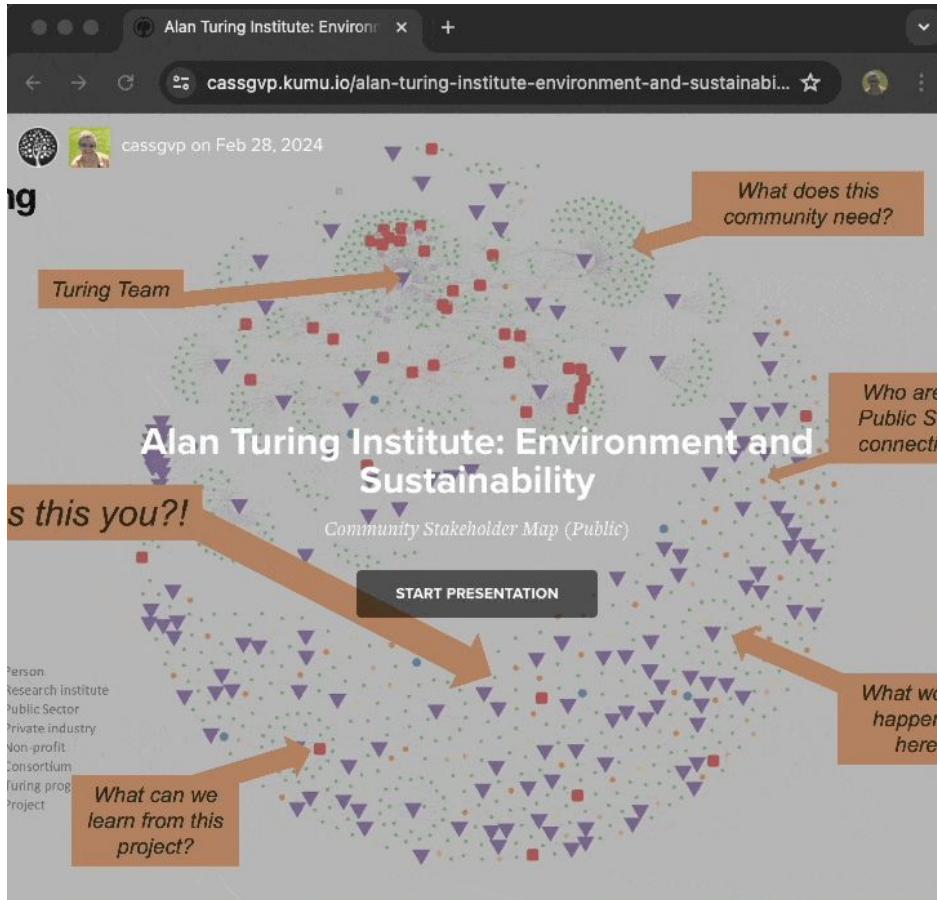


example:

Ashoka serves as a platform for innovators that share an overall objective - but each set their own projects

A Framework of Open Practices
by Mozilla Open Innovation & the Copenhagen Institute for Interaction Design

Example of E&S community: Network Analysis using Kumu



- Data held in SharePoint lists (n ~ 1000)
- Exported and reformatted for kumu (python, MIT license)
- Connections by affiliation and project contributions
- Metadata designed for our questions (engagement, power)
- Built-in social network analysis (show change)
- Public (anonymized) and private versions

MANAGING YOUR COMMUNITY

- ✍️ Where/how are you mapping your community?
- ✍️ Which people/groups do you need to know more about?
- ✍️ Which groups have pre-existing bridges?
- ✍️ Where is engagement happening easiest?
- ✍️ What does your leadership pipeline look like?

Break

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Next Steps for your Communities

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Next Steps: Applying it to your communities

- Key take-homes from these workshops
- What could you do next => prioritisation
- Goals for September, December, March 2026
- Prompts for thinking about delivery
 - What resources (including training) will you require to deliver each goal?
 - Who will be accountable for delivery?
 - How will I communicate this goal?
 - How will I know when I've been successful?
 - Does delivery require changes to existing workflows, policies, or organisational structures?
 - What are the biggest risks to failure?
 - How can these risks be mitigated?

WRAP UP



WRAP UP

1. What RCM is: Formal activities to facilitate collaborative problem solving (also, vibes and visibility 😊)
2. What skills are needed: A diverse role! Communication, engagement, strategic development, technical research expertise, significant accountability
3. What can be achieved in a community: Complex participation requires resourcing, but can solve more complex problems
4. Think strategically about your community: Your power is in what you know about people, and how you plan to work with them

GET IN TOUCH

- RCM Cooperative
 - cassandra.gouldvanpraag@rcmcooperartive.com
 - You can reach out to Emma and Malvika too :)
 - RCM Cooperative Slack
- *The Turing Way*
 - <http://book.the-turing-way.org/>
 - Slack
 - Regular community calls and training

Please complete
the feedback
form!



We have
stickers!



Close

SSI Fellows Training
13th August 2025



Solo working (not recorded)

SSI Fellows Training
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Community Clinic

Workshop 2

SSI Fellows Training
15th August 2025



WHAT TO EXPECT

Please share a **critical situation/problem from your community or specific implementation of RCM approaches** that is/was particularly challenging for you to deal with in your project.

Let us know what feedback you'd like to receive (can be more than one type!)

1. Solutions/Advice: "I'm actively looking for ideas on how to solve this."
2. Validation/Empathy: "I just need to vent and feel like my frustration is understood."
3. Unpacking: "Ask me some question to help me understand the challenge"
4. Alternative perspectives: "What am I missing here?"

We will **+1 the issue we want to discuss first**, this would mean that we may use our next clinic to discuss some challenge that we can't get through at this meeting.

SHARE THE FOLLOWING AHEAD OF THE CLINIC

- Community-related challenge that I am currently encountering in my project
- What are the indicators that this issue is particularly challenging?
- Who in your project is involved in addressing it?
- How solving this issue affects your community?
- What feedback would you like to receive?

Example problem

Community-related challenge that I am currently encountering in my project

- Lack of engagement at community meetings

What are the indicators that this issue is particularly challenging?

- We have a large community but they are not attending our regular meetings - very low turnout compared to total number in community

Who in your project is involved in addressing it?

- Just me :(

How will solving this issue impact your community?

- Would increase progress
- Would bolster collaboration between members

Feedback requested

- Alternative perspectives



Share your feedback: bit.ly/ssi-rcm101-2

- One key takeaway from the meeting
- Pluses: What was good, insightful
- Deltas: What did not go well



End of Workshop 2

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