

## Q2. What could be done to make the GNL best-of-class when it comes to high-level forms of PE (aka dialogue)?

- Trust staff to engage/consult-don't micro manage
- The "open" public session does not result in good turn out
- Need a relationship with the audience
- Active work on our part to seek out the right people
- Use targeted approaches to find the right people
- Use technology to reach out to the right people that we need to hear from (social media etc.)
- Use online polls--different ways to engage
- Prestige factor in showing up and presenting may encourage more participation
- Timing of the engagement needs to work for the audience, not just us
- Preparation and follow up is important
- Convenient
- Variety of outlets to meet individual needs
- See a positive outcome. Need to know what happened to your input.
- Commitment at the executive level
- A follow through is needed
- Can't just say there will be, but a process needs to be developed
- More social media
- Using twitter to get a message out in short, retweets slowly disseminates to the public
- Create some standard rules for social media, such as across ministers, MHAs, and employees
- Twitter is the first place I check for information, so others may too
- Policy needs to be more entrenched so that it survives government changes and is more long term, like the bill of rights
- Something to remember with online things such as social media is to keep in mind an older population who don't use such technologies, so that needs to be kept in mind
- More catering to an audience that doesn't use online
- Something has to be relevant to the individual person; everyone's interests are going to be different
- Better communication on how to make citizens want to be engaged
- A cultural shift is needed throughout government, from the top to bottom.
- A face to face conversation can be a hindrance, such as geography and weather being a problem stopping that
- Weighing the pros and cons of such dialogue; does it have to be face to face or can technology be used
- It's more a political thing to do a face to face
- A questionnaire

- There's no easy way to get everyone together, you have to use various methods and avenues in order to engage people
- Provide different opportunities for people to provide such dialogue
- Consider the unique characteristics of target groups, and find various forms that will get dialogue from such groups
- Finance – online budget simulator
- Town halls are hard to organize, MHAs busy, weather cancels, geography an issue
- With things like town halls, you get the same groups of people year after year, usually with the same concerns
- Good communication
- Common expectations between publicly elected officials and the public service
- Go early when engaging people before the agenda is decided.
- People need to feel the decisions are not already made
- Engage not only those with the vested interest but the broad perspective
- Open line--the prevalence of these show allow for "open" dialogue that influences decisions, but results often in us being seen as reactive.
- Need to use a variety of tools.
- Need the support to develop and resource those tools.
- Time pressures often dictate what we can or can't do
- Communicate better to the public so they can understand issues better and know how/where to seek information or provide input
- Don't bounce people around the system while trying to help them find information or provide feedback
- Do we log the nature of queries that we receive as government? and share that information between departments
- Don't be so reactive to issues but look at not just system
- ATIPP shouldn't be viewed as adversarial but an opportunity to engage.
- Look at other provinces and ask what can be done like that
- Our job duties should have more public engagement such as going to schools for talks and be encouraged to do it and teach people about what we do
- There should be a procedure of how people can request individuals from government departments to speak for learning opportunities
- Should be a public action plan to better engage people
- Find stakeholders that trust us to talk with groups that don't trust us to create trusting relationship
- Be more open and not stone faced
- I think that resource demands need to be analyzed when looking at something like this. Such as funds and people power.
- Not everyone can be a communications official
- More work can't be added on to the workloads everyone already has
- You can't be counter minded by politics

- Government will never let it happen that anyone from the public service can just speak willy nilly
- There is no one backing you up if you speak up when you're not supposed to
- We don't have the training to do the outreach. It's a very technical thing and there is a science behind it
- If you say something wrong, you'll never get promoted
- Access to resource and access to communications outreach can change a lot of this
- Talk between divisions can also help increase productivity on this front
- It's more than just plopping something up on a PowerPoint information
- It takes more than 30 minutes to make such information and presentations ready, it can take hours or days, so time and money is needed for such engagement
- Handing money out to groups by creating projects can help with people power, such as given money to climate change people, and they do the work, so government acting as an intermediary
- See some encouragement for people to go out and get more involved with the public
- Currently when people go do talks, they have to ask, almost as if it is a favour
- There is no encouragement or ability to travel out of province to attend meetings
- Unless you absolutely need it, you don't get something in government
- The only reasons I'm allowed to travel is because the feds pay for it
- For being open, we also need to be open for the country not just the province
- For some people there is just a question mark over the province, some people think we are doing nothing
- It's David and Goliath when it comes to fed and prov relations
- We have a lot of resource and expertise in government already, it's about finding the best way to utilize those resource to showcase to the public what they are doing
- We don't have to reinvent the wheel, we just have to find out what we are not doing right, and do it right
- Do away with Fridays
- Countries in the world that are seen very favourable in this kind of thing, and it's because such openness is tied to the constitution or rights. While we are a province, if we use our equivalent of that and tie it to that, then we could be seen a lot more favourable. If we could do that, we could silence naysayers and people will stop saying "bad newfoundland."
- We have already proactively disclosed of a lot of information, like expenses and salaries and it doesn't really make much of a difference
- It still comes down to funding
- Engage stakeholder more during development of programs/policies, which prevents a lot of confidentiality issues

- Technical expertise in executive – while regulatory, have concerns around privacy as results of decisions
- More encouragement for employees to go to schools and colleges to spread the word on what we do in our jobs and share our knowledge
- When we call tenders and make contracts they should come with the knowledge that it could go online or be released
- A better search engine for the government website
- An online “suggestion box” and the suggestion people make should be posted online for public viewing
- Ask us who we have identified as stakeholders
- Let departments and staff know what other jurisdictions do
- Outreach should be targeted and funded
- Meaningful consultation or engagement with stakeholders
- Release government reports or information sooner
- There needs to be a balance struck. ‘Engaging just to engage’, or ‘engaging to look good’ is not a good way to engage. Engagement should only take place if the process will a) influence the decision at hand, and b) ensure that participants feel respected and heard
- One important standard to aim for is to ensure that engagement processes hear all voices in the room, rather than a select few (very vocal) participants.
- Engagement as knowledge-sharing is also important (i.e. hearing views and getting information from participants, as well as receiving information from relevant department of government)
- Less is more, prioritizing when to engage is important
- An option for online surveys or paper submissions should also be included (equal access to internet should be kept in mind here)
- Showing how input influences decisions (i.e. being accountable to participants) would help address issues related to cynicism (acknowledging that participants have been listened to).
- Developing ‘engagement training’ to improve dialogue skills for public employees would be important. (issues such as neutrality, etc. is VERY important here)
- We’ve had ongoing dialogue around our planning but it’s like it’s getting stale and the same people. It’s more a wish list session.
- People need to have a better understanding of the balance required to make decisions - they come with their wish list
- We have dialogue with those that are complaining - we need dialogue with a more diverse population - 80% not the 20%.
- We need to give adequate notice and individuals need to know what the session is going to be about.
- Have more local sessions in the community not at the central hotel.

- We need to embrace technology. I don't have to go to a bank anymore so why do I have to go to a hotel to provide input. Also, we need to know that what I have to say matters.
- What chance do we have to succeed if manager level employees are deflated.
- There seems to be a level of disinterest in the public. Ability to use technology and see results and allowing them a feeling or sense of being heard.
- Need something in place for seniors, those that are not tech savvy. More efficient services not phone answering that is confusing. Sometimes people on income supports are forgotten.
- Dialogue between departments to remove barriers
- Let public know that they can have input. You have to show them how and you have to remind them that they can have input in a regular basis.
- Perception is they are doing this because they have to but citizens are asking "are they really being genuine"?
- Engage a more diverse set of individuals
- Share positive results as much as negative
- Listen to people with their own agenda
- But also listen to the genuine participant with no hidden agenda
- Publicize to public that you can have your say
- Publicize that the public can have input
- Have the right people doing the public engagement (training, personality, skill set)
- Make public more aware of sessions, forums etc. being held with more notice
- Make user friendly
- Wish lists engagement setup for stakeholders (understand balanced priorities)
- Need a mechanism to ensure all stakeholders get a voice (ie. Smaller vs larger towns and communities)
- Dialogue needs to be in a format that works for the audience
- Needs to be multiple avenues for dialogue as different people have varying needs and comfort levels when it comes to engagement - ensure a voice for everyone
- We've had ongoing dialogue around our planning but it's like it's getting stale and the same people. It's more a wish list session.
- Questions should be posted on the dep. Website
- direct vote instead of discussions is practiced elsewhere
- Online voting to reach as many participants
- the current website is not designed to reach out to people
- no participation is accepted
- narrow window for PE opportunities
- internally, the IT (Lync) is there, however not accommodating all discussions
- Other social media platforms