SEE-PD

SCHOOL OF INNOVATION AND TECHNOLOGY
THE GLASGOW SCHOOL OF ART

Supporting Effective Community Engagement through Participatory Design

REPOSITORY

Supporting Effective Community Engagement through Participatory Design (SEE–PD) is a practice-led research project led by The Glasgow School of Art's School of Innovation and Technology. Funded by The Creative Launch Fund the project explores how participatory design methods can support more inclusive, creative, and practical approaches to community engagement across Scotland's public sector.

We thank our participants who generously shared their time, insights, and ideas throughout the co-design process, and The Creative Launch Fund for supporting the project.

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Some images featured in this repository draw from previous research projects within the School of Innovation and Technology at The Glasgow School of Art, exploring participatory design in public sector contexts.

August 2025

We have written a report detailing the research process for this project. Click HERE or scan the QR code to read the report.

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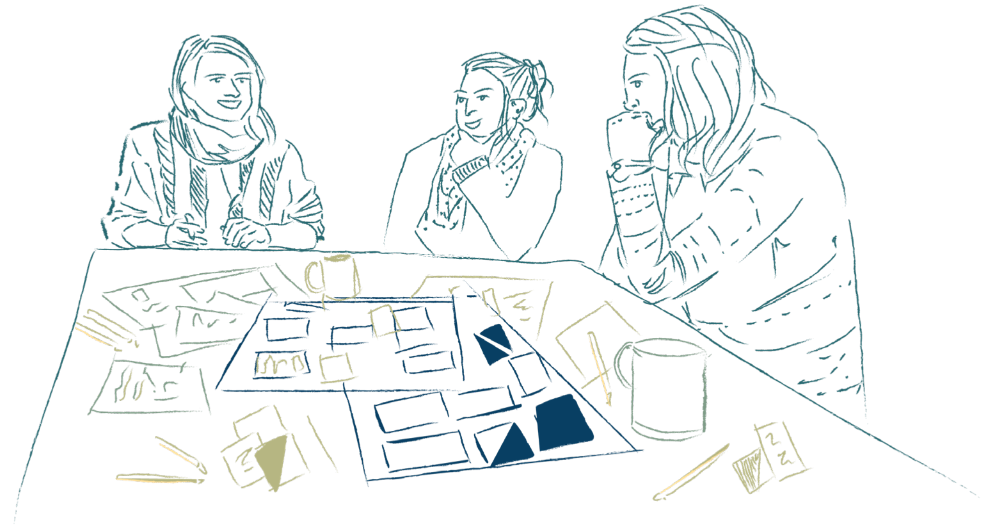

CONTENTS

01. ABOUT THE REPOSITORY

This repository brings together a suite of creative, practical tools developed through the SEE-PD project: Supporting Effective Community Engagement through Participatory Design. It is intended for public sector teams across Scotland seeking more meaningful, inclusive, and actionable ways of engaging and collaborating with communities. It aligns with the National Standards for Community Engagement and the tools can support teams to develop their engagement processes to meet the seven standards of Inclusion, Support, Planning, Working together, Methods, Communication and Impact.

Each tool responds to real-world engagement challenges raised by public sector teams, but they are designed to be adaptable and transferable across contexts.

While rooted in specific collaborations, they reflect shared challenges such as time constraints, cross-team working, and shifting engagement expectations. The tools can also be used when people in the community approach you about improving services.

Throughout the repository, we use the word *tool* to describe structured visual prompts for reflection, planning, or collaboration. These are not rigid templates but scaffolds for thinking and dialogue – designed to support thoughtful, participatory practice in line with the values of this work.

You might begin by exploring the themes that resonate most with your current priorities, browsing the tools linked to each, or using them to support reflection, planning, or alignment across your team.

02. BACKGROUND RESEARCH

SEE-PD is a practice-led research project based at The School of Innovation and Technology at The Glasgow School of Art, funded by the Creative Launch Fund. Set within the wider national mission to increase civic participation and build and sustain relationships between public services and community groups, this research explores how participatory design can strengthen community engagement within Scotland's public sector.

Working with a range of public sector organisations, we listened closely to practitioners describing their needs, pressures, and ambitions. Across these varied settings, we heard a desire for clearer starting points, greater internal alignment, and approaches that acknowledge the constraints and complexities of real-world public service delivery.

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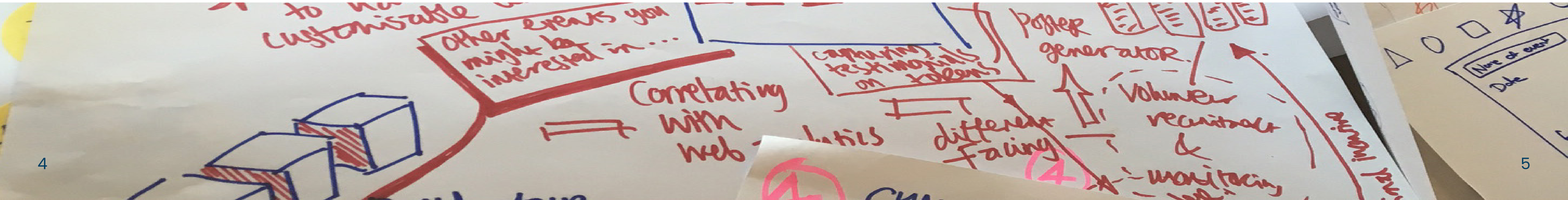
Across these varied settings, we heard a desire for clearer starting points, greater internal alignment, and approaches that acknowledge the constraints and complexities of real-world public service delivery.

Each tool in this repository was co-developed in response to these insights. While shaped by particular contexts and situations, they speak to broader patterns across the sector. Designed for scalability and adaptability, they invite users to shape them around their own engagement challenges, relationships, and priorities.

The research confirms the value of design as a means to address challenges around the disconnect from users and communities acknowledged in the Christie Commission, Scottish Approach to Service Design and the Community Empowerment (Scotland) Act. The repository responds directly to the everyday challenges and complexities faced by those delivering public services, while offering a proposal for how participatory design can support long-term transformation, grounded in shared purpose and creative collaboration.



03. INTRODUCTION TO PARTICIPATORY DESIGN

Participatory design is a collaborative approach rooted in the belief that those most affected by a challenge should have a meaningful role in shaping the response. Emerging in the 1970s through collaborations between designers, technologists, and trade unions in Scandinavia, participatory design was originally developed as a way to democratise workplace technologies. Today, its principles of equity, mutual learning, collaborative reflection and decision-making continue to guide its application in diverse contexts, including public sector engagement.

Participatory design encourages teams to surface assumptions, explore possibilities, and build shared understanding through creative and inclusive methods. These are often visual, interactive, and iterative, offering scaffolds for reflection and dialogue, rather than prescriptive processes.

Each resource in this repository reflects participatory design's commitment to doing with, not for – helping teams engage with purpose, reflect critically, and adapt responsively to their own settings.

04. HOW TO USE THE REPOSITORY

The repository is organised around four engagement themes drawn from early research with public sector partners:

1) Preparation and Groundwork –
Clarifying purpose, scoping work, and aligning internally.

2) Meaningful and Rich Engagement –
Designing inclusive, creative, and participatory approaches.

3) Building Creative and Participatory Capacity –
Supporting confidence and capability across teams.

4) Supporting Decision-making, Outcomes, and Evaluation –
Connecting engagement to action and reflection.

Each tool links to one of these themes and to real organisational challenges, but all were designed to be scalable, transferable, and adaptable. These are not 'off-the-shelf' templates, but conversation starters and creative frameworks, shaped by the realities of public service.

The tools can be printed in colour or black and white, and we have indicated throughout photographs in the repository how they might be used at different sizes – from A4 for individual use to A2 for larger group sessions. Their visual structures are intentionally simple, making it easy to recreate them as sketched flipchart sheets if printing is not possible.

For each tool we have included an image of the tool in use, an overview of the purpose, a facilitation guide with conversation starters and hints and tips, suggested timings and materials, and the tool itself.

The tools can be used independently or as part of a sequence, depending on the stage and focus of your engagement work, whether you are planning, facilitating or evaluating

We have put together a few things to consider when using the tools:

- When planning a session, think about who the relevant stakeholders you need to contribute to the tool.

- Many of the tools can be used in-person, virtually or asynchronously, so think about which one would best suit your team. Setting up a dedicated workshop or planning meeting to complete the tool provides focus.

- Each tool has a time estimate for a group of 6 participants. If you have a larger group, consider a longer session or split into smaller groups. Structure the session so there is equal time for each part of the tool.

- Review the tool before your session and think of different questions or prompts for each section relevant to your organisation or engagement.

- After using a tool, take some time to reflect on what was shared during the session. Write this up into a set of key points and share this with your team to review.

- Create an engagement plan alongside the tools to help with tracking and measuring the process. For example [VOiCE planning and recording software.]

05.THE TOOLS.

KEY TO SYMBOLS

Why to use it / What difference can it make.

When to use this tool.

What does the tool look like?

Time needed

Resources required

TOOLS

Preparation and groundwork

SHARED PURPOSE AGREEMENT

Supports collaborative and structured conversations to clarify engagement scope and process.

ENGAGEMENT READINESS CHECK

Maps out the existing context, potential tensions and shared vision of an upcoming engagement.

PEOPLE AND PATHWAYS MAP

Supports you to visually map your collaborators and networks and identify missing voices.

DESIGN BRIEF BUILDER

Collaboratively builds a summary of scope, purpose, and expectations for an engagement.

PARTICIPATION PRIORITIES PLANNER

Helps align engagement activities with goals, constraints, audiences and values.

Meaningful and rich engagement

ENGAGEMENT REFLECTION CARDS

Supports reflection and sharing of advice on how to facilitate and run meaningful engagements.

TRUST AND CONFIDENCE LENS

Helps build understanding of what trust and confidence might look like for people you engage with.

Building creative and participatory capacity

PARTICIPATORY CAPABILITY WHEEL

visualises and maps out capacity to understand collective strengths and needs

Supporting decision-making, outcomes and evaluation

OUTCOMES REFLECTION CANVAS

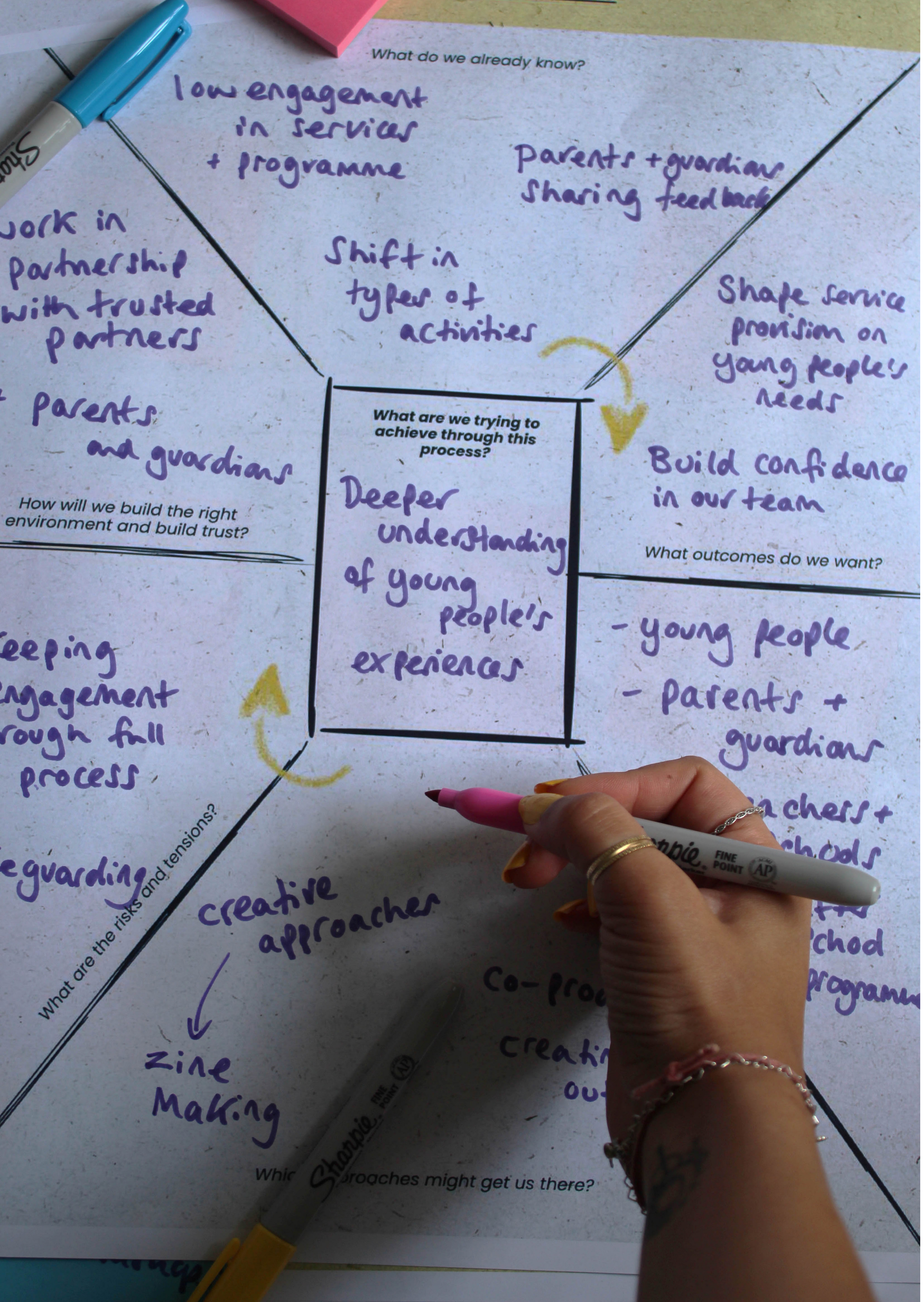
Helps capture and measure outcomes, and any limitations that may have affected success.

SHARED INSIGHT SYNTHESISER

Supports individual and group reflection on engagement insights and impact.

06. TOOL INDEX

Figure 4. SEE–PD Tool Index (diagram). 2025.



SHARED PURPOSE AGREEMENT

This tool supports teams to ensure their intended outcomes and engagement approach are meaningfully aligned from the outset – helping to clarify direction and create shared understanding across roles.

The tool supports structured conversations and helps clarify scope and process collaboratively. It is useful for recording, measuring and aiding reflection through an engagement process or inquiry.

Use this tool during the early planning stages of an engagement process – ideally before the engagement strategy or plan is confirmed.

A worksheet with a central box prompting participants to identify the overall engagement aim, with five surrounding sections to spark reflection on outcomes, context, inclusion, trust, approaches, and alignment.

45 Minutes

Pens and sticky notes

Facilitation Guide

1) Begin by collaboratively identifying your long-term hopes and start by discussing and filling in the central section *'What are we trying to achieve?'* to focus the conversation on a shared intention. Then move on to discussing and filling in the rest of the sections in any order.

2) Use sticky notes or cards for each field so participants can move, swap, or group inputs.

3) When you have completed all the sections, review each one together and collectively agree on key points to take forward.

Conversation Starters

1) Which of these six areas is most often overlooked in our current process?

2) What does shared purpose look like across different roles – and what gets in the way?

3) What assumptions might we be making and how can we challenge these?

4) How could this shape or challenge our existing inquiry plan or approach?

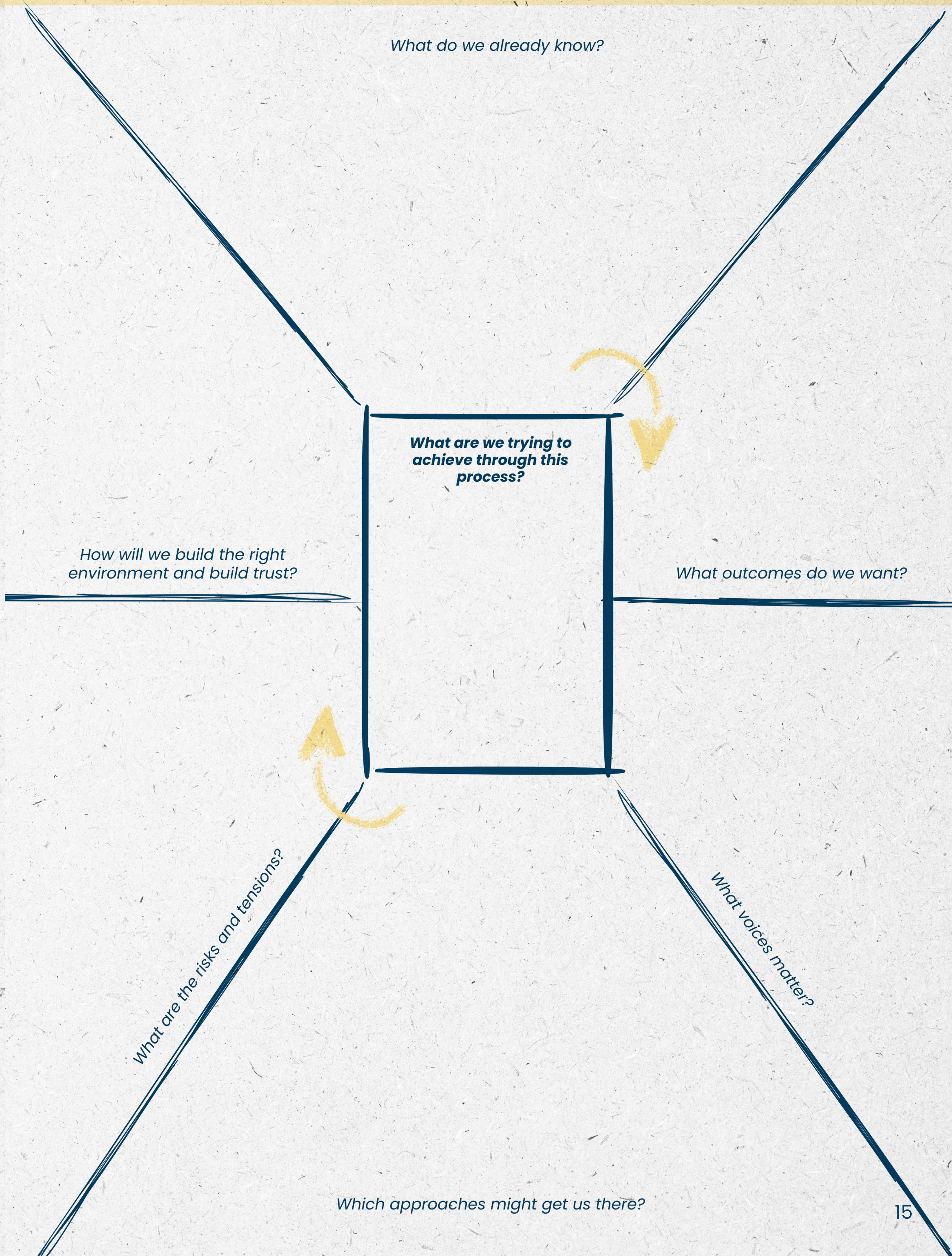
Hints and Tips

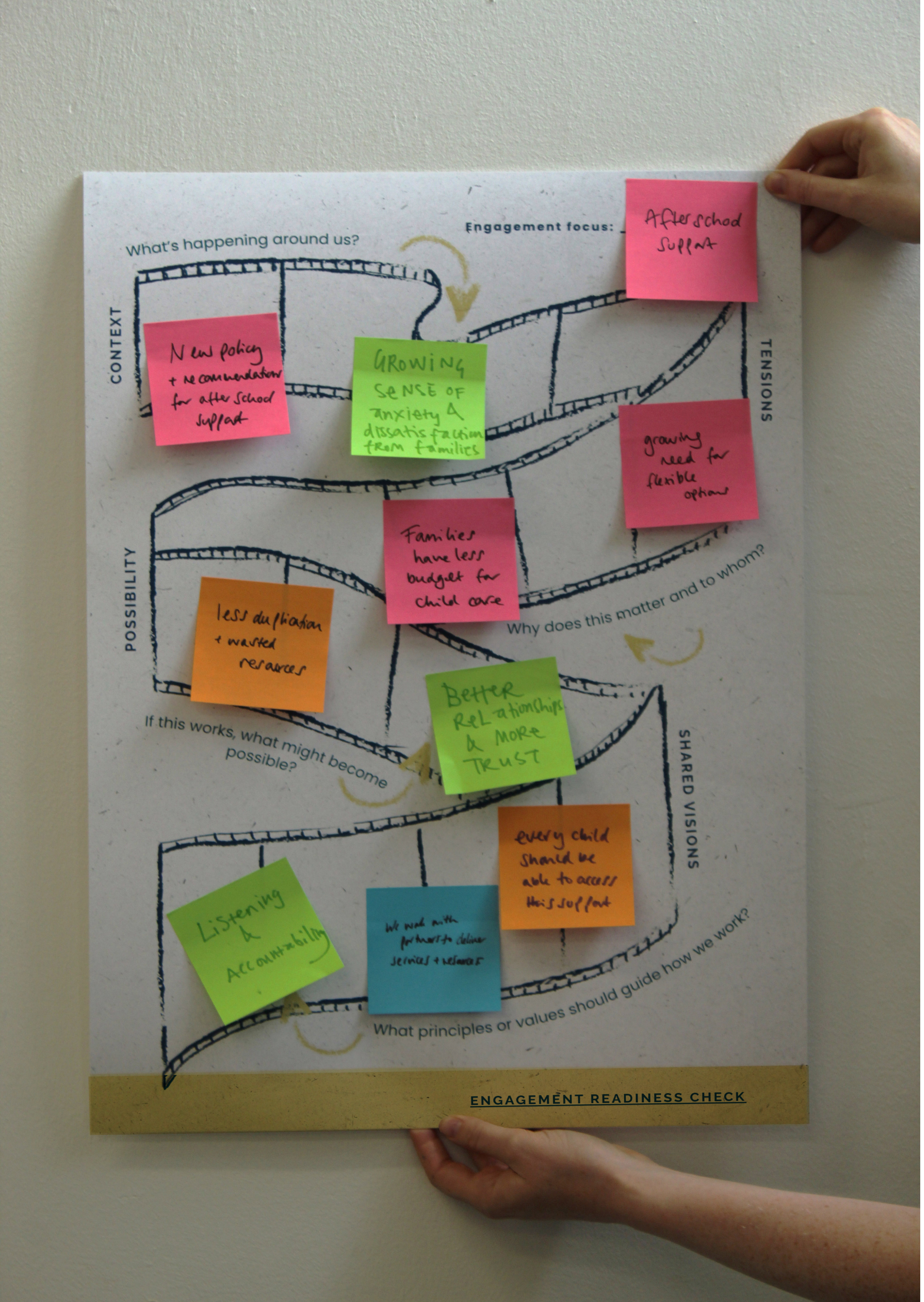
1) Turn tool into a *walk-around* based activity with a base for each section for participants to contribute to. Or a rotating conversation tool with small groups rotating around each section.

2) Pair each section with real quotes or stakeholder stories as provocations.

3) Use colour-coded sticky notes to indicate where further clarity or input is needed, or to map differing perspectives. Revisit the canvas during or after the engagement to review and revise.

SHARED PURPOSE AGREEMENT





ENGAGEMENT READINESS CHECK

This tool helps your team discuss the scope and intent of your upcoming engagement with the aim of setting a firmer foundation for meaningful engagement.

Encourages honest reflection and helps ensure engagement efforts are appropriately resourced and justified. It is especially useful when multiple individuals or internal teams are involved and shared expectations need to be clarified.

The tool should be used at the earliest stage of planning an engagement – ideally before methods, timelines, or partners have been decided.

A worksheet structured around four curved pathways – context, tensions, possibility, and shared vision. It prompts teams to reflect on their environment, imagine what success could look like, and surface the values and tensions that will shape meaningful engagement.

45 Minutes

Pens and sticky notes

Facilitation Guide

1) Starting with '*Context*', go through the four sections collectively and discuss each one as a group.

2) When you have completed all four sections, review each one together and collectively agree on key takeaways and actions to inform the engagement plan.

3) Depending on how the discussion goes, you could collectively review each section and decide on key takeaways or as the facilitator you could review the notes after the session and share key takeaways to the team for feedback.

Conversation Starters

1) What do we each mean by *'meaningful'* engagement in this context?

2) Where might our priorities, values, or constraints differ?

3) Are there any gaps in our knowledge? Is anyone missing from this conversation?

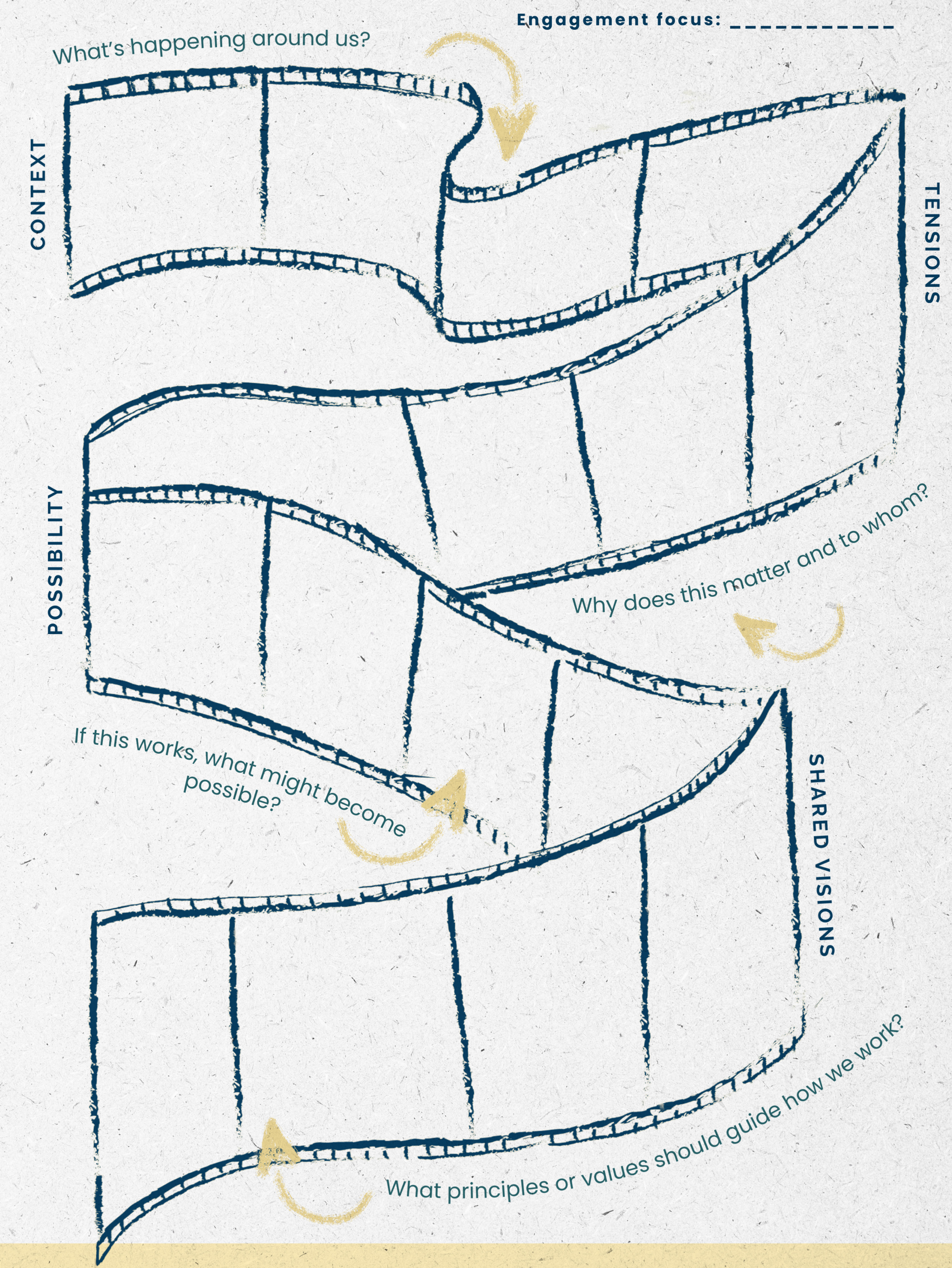
4) What assumptions are we bringing into this engagement – about people, outcomes, or process?

Hints and Tips

1) Use sticky notes or cards for each field so participants can move, swap, or group inputs.

2) Revisit the canvas periodically to reflect on changes in scope or team understanding.

3) Keep it visible throughout the project as a touchstone, not a one-off exercise.



PEOPLE AND PATHWAYS MAP

This tool supports you to visually map your collaborators and networks, helping you think relationally and strategically about access, trust, and support for an engagement.

It is useful to identify existing relationships and who is missing in your network, helping you identify where you need to prioritise engagement and reach. Especially useful when designing place-based, cross-sector, or equity-focused engagement processes.

Use during the planning of an engagement to understand which relevant connections you have or need to create for the engagement.

Using the metaphor of a tree, the worksheet starts with the roots and invites users to map existing collaborators, wider services and community groups. Then using the branches, users are invited to identify potential connections, missing voices and tensions.

30 Minutes

Pens and sticky notes

Facilitation Guide

1) Start by discussing and filling in 01. '*The Goal*' root section to focus the session. Then fill in the rest of the root sections (2 - 4) to map out all the existing connections and stakeholders.

2) Once all existing connections have been noted, move to the branches of the tree (5 + 6) and discuss and fill in who is missing from the map and how you would need to connect with them to engage them in your process.

3) Finally complete sections 7 and 8, reflecting on the connections and gaps between all of your existing and potential collaborators to see what overlaps or tensions need to be addressed.

Conversation Starters

1) Who do we already know, and who do we always go to – why?

2) Who might be impacted but is not currently visible in our planning?

3) What existing relationships can help us build trust and access?

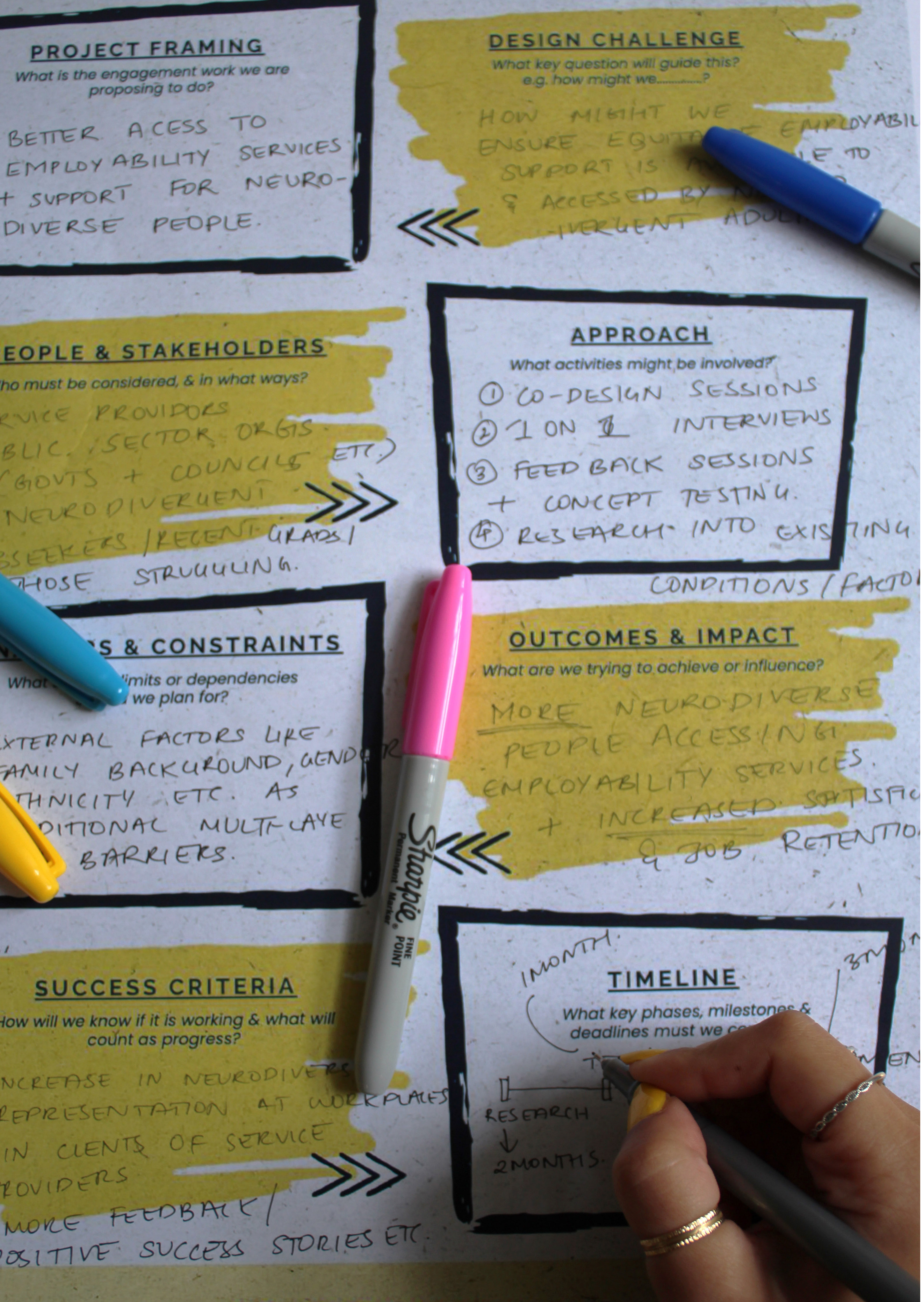
4) What are the potential risks or tensions with our existing and/or new connections?

Hints and Tips

1) Revisit as relationships evolve or new stakeholders emerge.

2) Invite teams to draw individual maps first, then combine them to reveal different perspectives.

THE PEOPLE AND PATHWAYS MAP



DESIGN BRIEF BUILDER

This tool collaboratively builds a short, clear summary of scope, purpose, and expectations for an engagement through a set of prompts. It bridges the gap between early thinking and action by summarising learning into a coherent, implementable plan.

Useful when internal clarity or cross-team communication has been a challenge as it helps externalise and record thinking. Helps define actionable priorities to help insights have tangible and measurable impact.

Before finalising an engagement activity or commissioning a delivery partner.

A one-page template structured into nine prompt boxes that help define the engagement purpose, challenge, people involved, approach, and anticipated outcomes. Includes sections on enablers, constraints, success criteria, and timeline, making it a practical tool for early-stage planning

45 Minutes

Pens and sticky notes

Facilitation Guide

1) Start by reviewing recent engagement or insight-gathering activities. Then collaboratively draft a short context statement: what do we now know? Move into summarising insights and tensions. Ask: What surprised us? What's emerging as a key theme?

2) Begin by framing the tool as a way of bringing together the team or colleagues to collectively build a brief for the upcoming engagement, to make sure everyone is on the same page and to help plan the process effectively.

3) Starting with the *'Project Framing'* section, discuss each section together and take notes on the sheet. Option for participants to write their own ideas on sticky notes to add to the sheet.

4) As a group, review the notes for each section and collectively decide on key points to take forward. Consider then typing up the brief and sharing this with everyone involved in the engagement process.

Conversation Starters

1) What is the real purpose of this engagement – and what can it deliver and what can it not deliver?

2) What would success look like, and for whom?

3) Who is doing what and how are we communicating that?

4) What risks or sensitivities should we plan for together?

Hints and Tips

1) Treat it as a working document and update as context shifts.

2) Share with all teams to reduce siloed understanding or assumptions.

3) Use a short role-play where team members ask the brief questions from different perspectives to test its clarity and completeness.

PROJECT FRAMING

What is the engagement work we are proposing to do?

DESIGN CHALLENGE

What key question will guide this? e.g. how might we.............?

PEOPLE & STAKEHOLDERS

Who must be considered, & in what ways?

APPROACH

What activities might be involved?

ENABLERS & CONSTRAINTS

What support, limits or dependencies should we plan for?

OUTCOMES & IMPACT

What are we trying to achieve or influence?

SUCCESS CRITERIA

How will we know if it is working & what will count as progress?

TIMELINE

What key phases, milestones & deadlines must we consider?

PARTICIPATION PRIORITIES PLANNER

This tool enables teams to align engagement activities with goals, constraints, audiences, and values before starting.

Helps make assumptions visible, align expectations, and surface constraints early to improve engagement design. Encourages intentional decision-making and clarity across teams, especially when resources are limited.

Before initiating an engagement process or planning session.

A structured worksheet with labelled sections prompting users to define their engagement purpose (short-, medium-, and long-term), identify who needs to be involved, and design the right participatory approach.

45 Minutes

Printed sheets, pens

Facilitation Guide

1) Begin by inviting the team to treat this as a reflective and planning tool – not just a checklist. Work through the prompts one at a time, allowing discussion to surface around each.

2) You might begin with the top row: short-, medium-, and long-term goals. Then move to mapping key audiences: who is involved, informed, or impacted?

3) Explore anticipated tensions or limitations openly, and talk about the format or setting (e.g., online, hybrid). The bottom row helps clarify how participants will take part and what matters most in how the engagement is experienced.

4) Encourage participants to question assumptions and look for alignment or gaps. Make it visual with colour-coding or icons.

Conversation Starters

1) Is there a shared understanding of the purpose?

2) Are we making assumptions about who can or will engage?

3) What lessons have we learned from past engagement that we can reflect upon?

4) Who or what do we need to prioritise in this engagement if resources are limited?

Hints and Tips

1) Use this with new teams to build alignment.

2) Combine with insights from previous engagements.

3) Revisit later to track changes in approach.

WHAT IS THE PURPOSE OF YOUR ENGAGEMENT...

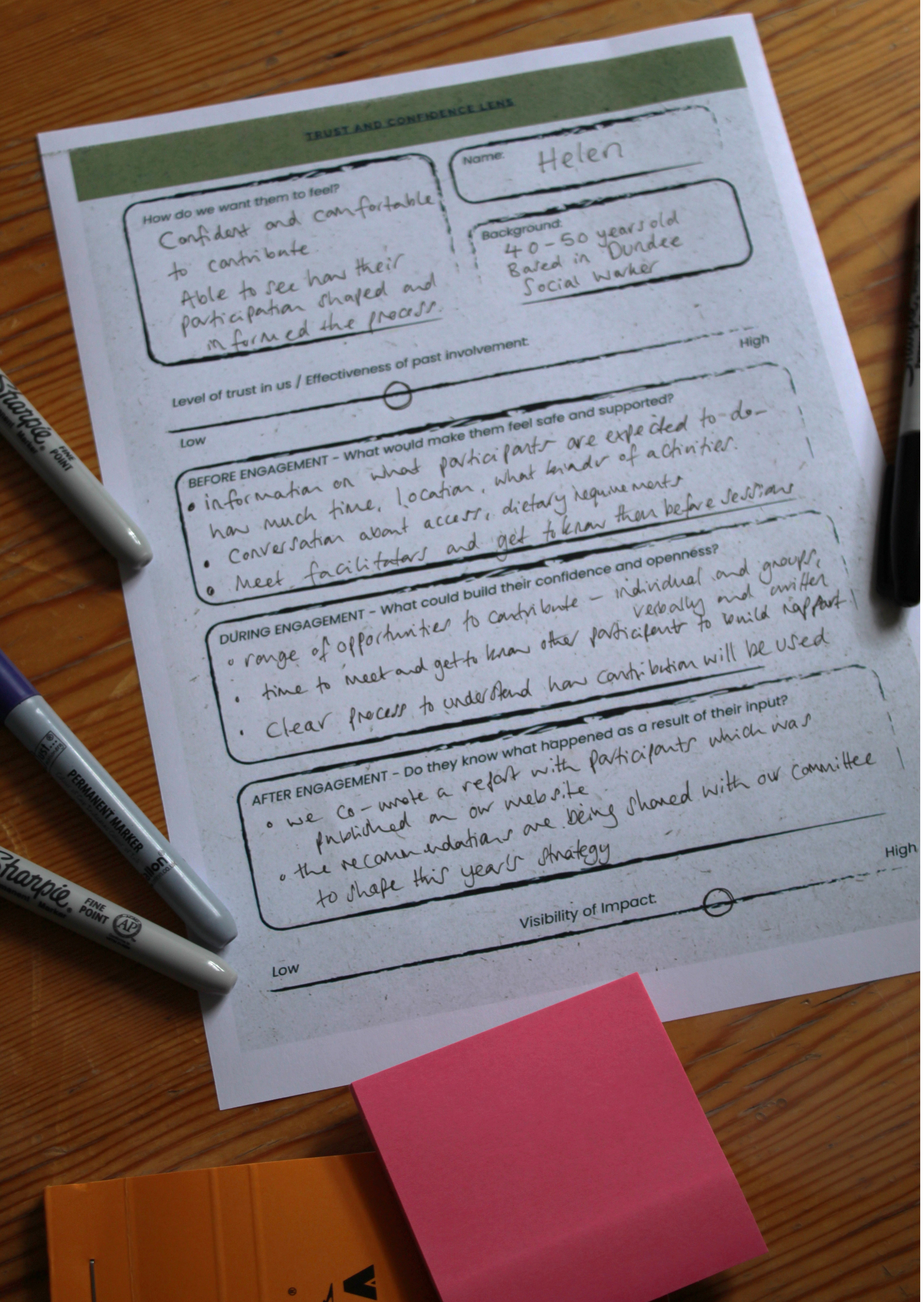
Short-term:	Medium-term:	Long-term:

WHO NEEDS TO BE...

Involved:	Informed:	Influenced:

DESIGNING THE RIGHT APPROACH...

Type of participation required:	Type of space required:	What matters the most:



TRUST AND CONFIDENCE LENS

This tool helps teams reflect on what trust and confidence in engagement might look and feel like from different community perspectives. It is not about creating fictional personas, but about thoughtfully considering the values, needs, and concerns of those they hope to reach.

It provides a structure to discuss with people and communities about possible barriers and openings for meaningful connection and engagement. It enables monitoring of how people are experiencing the engagement through the two rating scales on trust and visibility.

Use early in planning to challenge assumptions and foreground relational dynamics. It is especially helpful when entering new spaces, working with groups that may have experienced consultation fatigue, or seeking to reset trust. Use with community participants, engagement practitioners, or support workers who can complete the lens with individuals – especially those less frequently heard or facing participation barriers.

A single-page template with open fields and sliding scales to reflect on individual experiences of trust and visibility. Sections prompt thinking before, during, and after engagement, helping teams consider how to create safe, supportive, and transparent experiences for participants.

30/45 Minutes

Pens/markers, optional post-its for shared reflections.

Facilitation Guide

1) Begin by framing the lens as a way to explore how someone feels about taking part in engagement, and what support they might need to feel confident, included, and valued. It's a tool for surfacing emotional, relational, or structural factors that might affect trust or participation, not a diagnostic form, but a reflective scaffold.

2) You might use it directly with participants or with staff reflecting on people they work closely with.

3)The tool can be completed visually or verbally, with photos, symbols, or writing. A simple 1–5 scale supports reflection on confidence or trust in relation to past or future engagement.

4) Lenses can be reviewed individually or clustered to reveal patterns, tailor approaches, or surface unmet needs.

5) Completed lenses can be used to tailor engagement approaches, highlight themes across participants, or support more inclusive planning.

Conversation Starters

1) Invite responses to sentence starters like:

"I want to feel... My strengths... Barriers I face... Supportive conditions... Preferred ways to take part..."

2) What might help this person feel more supported?

3)What conditions build trust for them?

Hints and Tips

1) Use in 1:1 or small group contexts (in person or online), as part of preparation, onboarding, or reflective activities to build trust, surface engagement needs and expectations.

2) Use the lens flexibly – it is a starting point, not a form to fill. Give people time and reassurance: this works best when it feels safe and unrushed.

3) Avoid or acknowledge assumptions, especially when completing on someone's behalf.

How do I want to feel in this process?'

Name:

Background:

Level of trust in us / Effectiveness of past involvement:

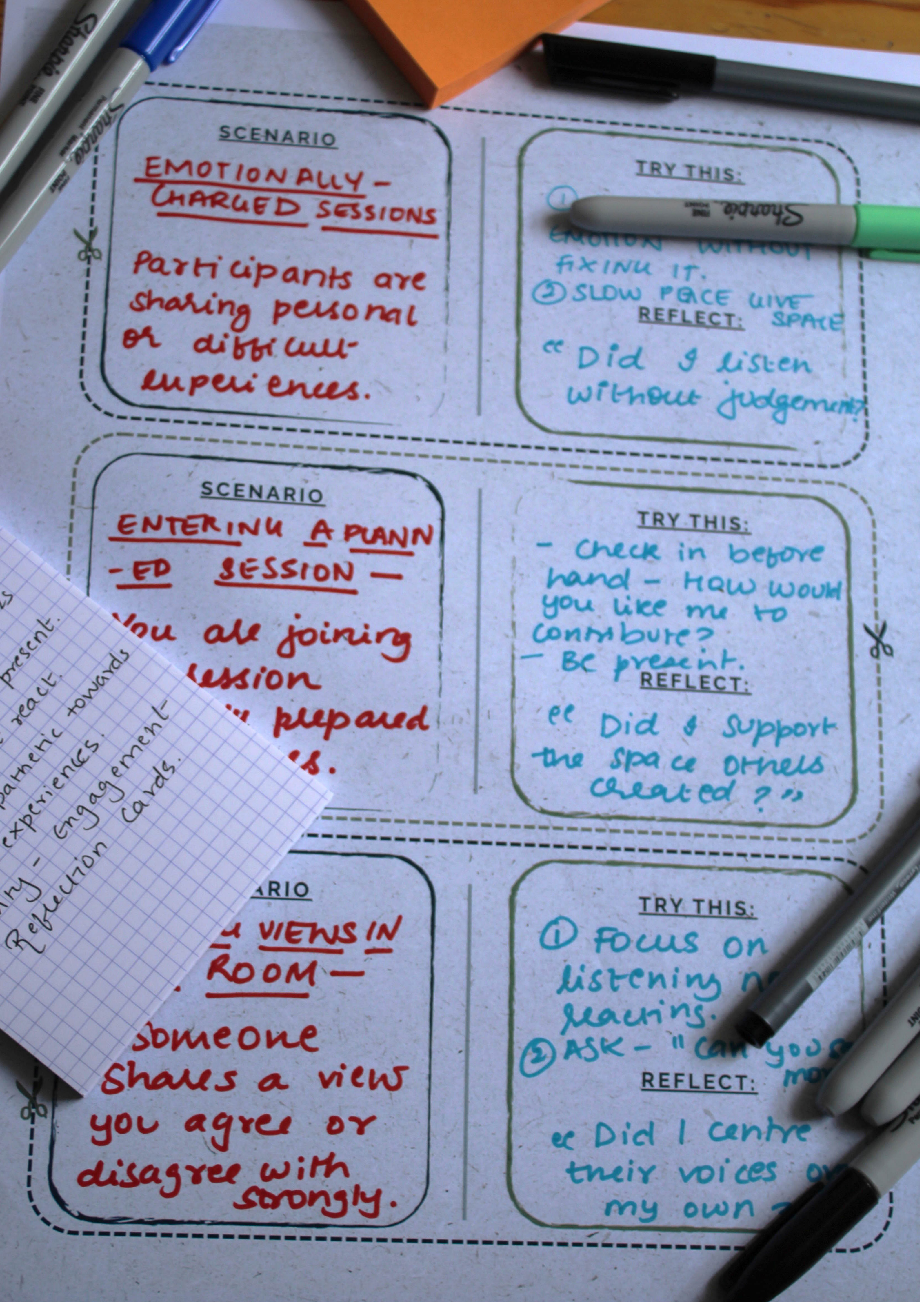
Low *High*

BEFORE ENGAGEMENT - What would make me feel safe and supported?

DURING ENGAGEMENT - What could build my confidence and openness?

AFTER ENGAGEMENT - How will I know what happened as a result of my input?

Low *Visibility of Impact:* *High*



ENGAGEMENT REFLECTION CARDS

This tool provides a light-touch way of reflecting and sharing advice on how to facilitate and run engagements with the public.

It helps facilitators navigate emotionally charged, unfamiliar, or sensitive conversations with care and confidence. By providing space for reflection and sharing advice, facilitators can learn from each other's experiences.

Use these cards in advance of or during informal engagement activities where you and your team are leading or co-facilitating conversations with participants, especially in contexts involving lived experience or emotionally sensitive content.

A printable sheet with three pairs of boxes labelled 'Scenario' and 'Try this / Reflect.' The sheet is designed to be folded, cut out, and co-written by users, then used as a set of cards to prompt action and reflection during facilitation.

45 Minutes

Printed cards, pens

Facilitation Guide

1) Plan timed segments depending on the size of your group.

2) Hand out the cards to each participant and ask them to reflect on the upcoming engagement and write down on the cards potential scenarios that may come up.

3) Ask the participants to share their scenarios with their group and
collectively discuss how they would approach these scenarios. Ask them to write down key points or advice for each scenario and a reflective question/s a facilitator should consider.

4) If working in smaller groups, ask the participants to share their completed cards with the wider group. As a group discuss key takeaways and any actions for the upcoming engagement.

Conversation Starters

1) Thinking about the upcoming engagement, what potential challenging or difficult scenarios might come up?

2) In what ways can we try to ensure that the people we are engaging feel safe and confident to participate?

3) Are there any key challenges or tension that have emerged from the cards? Do we need to bring in any expertise to support the engagements?

4) Are there any good examples from your previous experience or similar projects on how to facilitate meaningful engagement?

Hints and Tips

1) Involve participants in your team or organisation that will be facilitating an upcoming engagement or have strong facilitation experience and can contribute their knowledge.

2) Keep the set of cards to use in future engagement projects.

3) Fill in a couple of the cards before the session to prompt participants at the beginning of the session.

SCENARIO

TRY THIS:

REFLECT:

SCENARIO

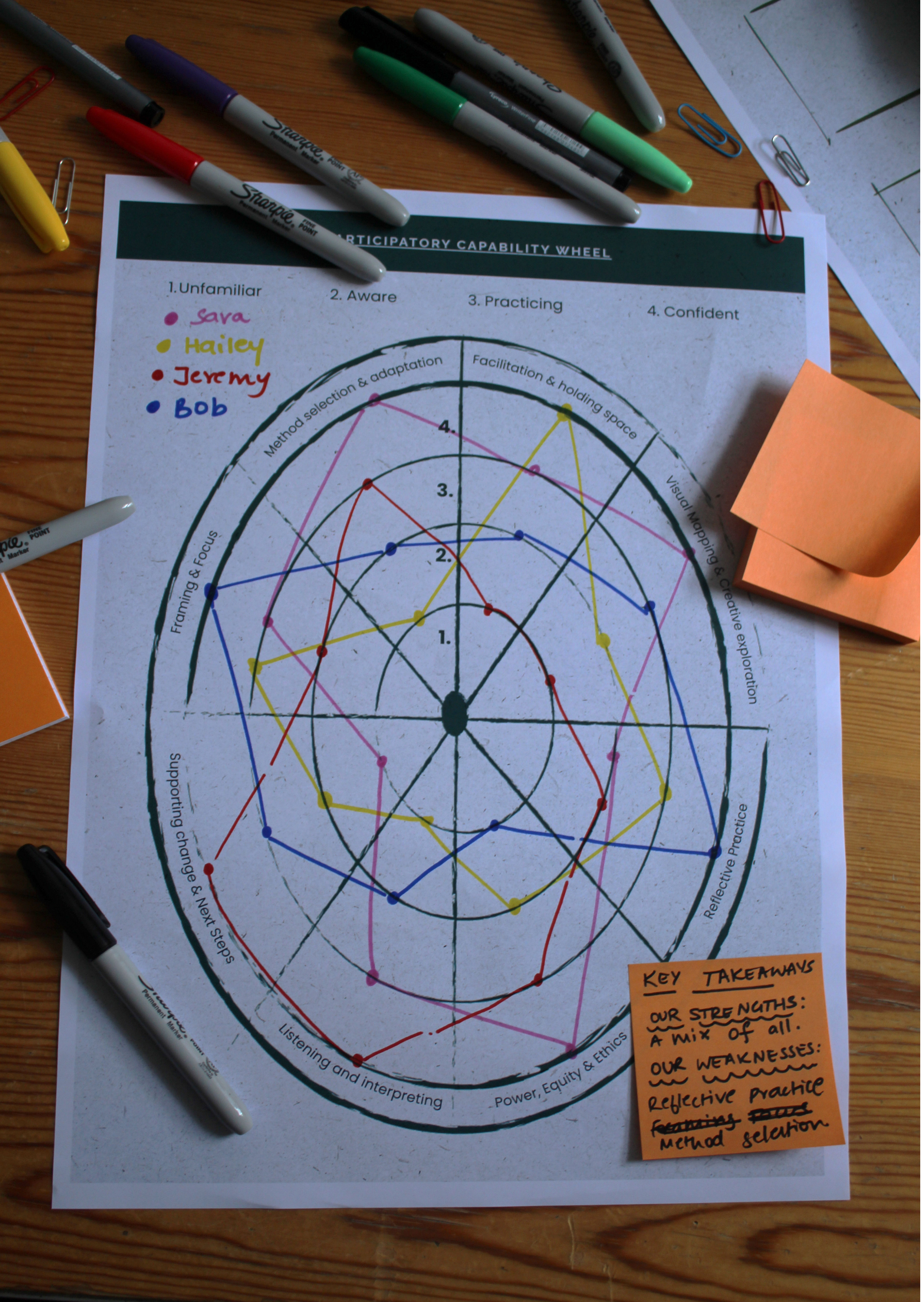
TRY THIS:

REFLECT:

SCENARIO

TRY THIS:

REFLECT:



PARTICIPATORY CAPABILITY WHEEL

This tool supports capability-building by visualising confidence, surfacing needs, and recognising collective strengths.

At the start of an engagement process to understand the capacity of a team, or at any point in the process to reflect on capacity and needs.

Helps guide personal development, team planning, and capacity-building strategies. Provides a structure for constructive and non-judgemental conversation to highlight strengths and areas that need support in a clear and visual way.

A circular diagram divided into segments representing participatory capabilities, with a 1–5 confidence scale radiating outward.

30 Minutes

Coloured pens, stickers

Facilitation Guide

1) Introduce the wheel as a non-judgmental tool to reflect on where
participants currently feel confident and where they'd like more support.

2) Begin by individually reviewing the segments – for example, facilitation,
relationship-building, or evaluation. Invite participants to rate their confidence in each on a 1–5 scale by colouring in sections of the wheel.

3) To understand the collective strengths and areas that need support within your team, you could create a shared map (as pictured). The wheel is a not a scorecard, but a starting point for conversation, planning and growth.

Conversation Starters

1) What helps you feel more confident in this area?

2) What support would help you grow?

3) Have your strengths shifted over time?

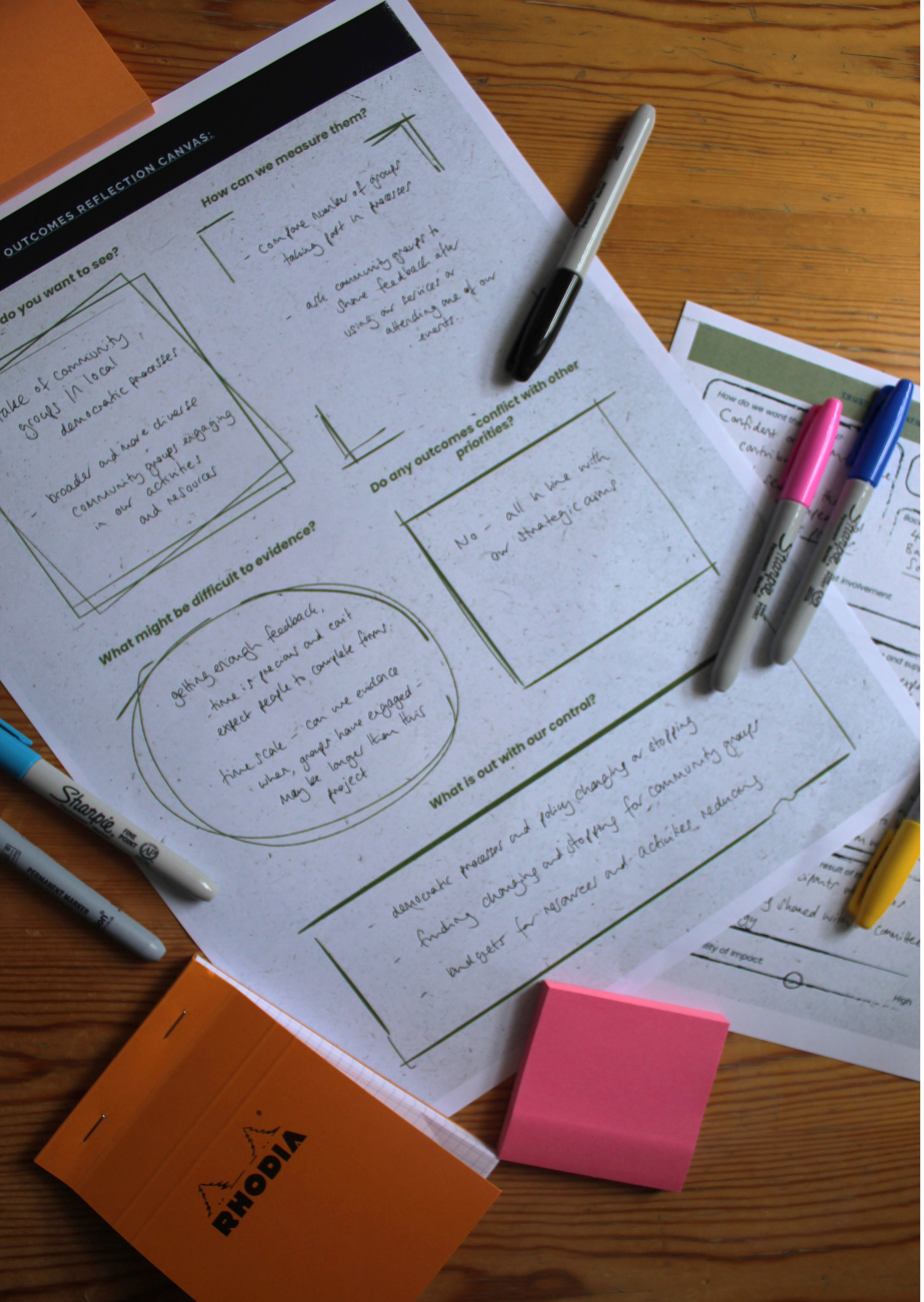
4) What shared strengths and weaknesses exist in your team?

Hints and Tips

1) Use the wheel at multiple points to show progress.

2) Map team scores for comparison and insight.

3) Use paired discussion to deepen learning.



OUTCOMES REFLECTION CANVAS

This tool helps teams and community participants to reflect on what has changed, who contributed to that change, and how outcomes operate across different levels and forms.

Helps to uncover subtle forms of change, supports storytelling and evaluation, and explore how different outcomes connect or diverge.

Mid- or post-engagement to reflect on shifts in relationships, practices, or priorities.

A flexible worksheet and set of prompts to help teams explore and measure outcomes, and the tensions, gaps, or limitations that may have affected success.

40-60 Minutes

Pens, sticky notes stickers

Facilitation Guide

1) Introduce this canvas by framing it as a space to explore change – not just what changed, but who made it possible, and what the ripple effects were. Invite participants to think beyond measurable targets and reflect on values, practices, and relationships.

2) Start off by completing the left-hand side sections, capturing the changes and outcomes from the engagement process. Then move to the right hand side and reflect on the three questions in response to the changes and outcomes you've listed.

3) Use it in small groups or as a reflective team activity. Encourage participants to share concrete examples as they complete the canvas,
drawing links between outcomes, enablers, and ongoing work.

4) The canvas includes space to discuss priorities and possible tensions – helping make trade-offs visible. Invite participants to explore different types of change and to cluster or colour-code related outcomes.

Conversation Starters

1) What made this change or outcome possible?

2) Who contributed to it, and how?

3) Was this outcome expected, or did it emerge along the way?

4) Where does this lead? Future actions, gaps and needed resources

Hints and Tips

1) Include policy, service, and practice-level change.

2) Don't overlook *'quiet'* changes – they can be just as powerful.

3) Use storytelling to ground outcomes in lived experience.

OUTCOMES REFLECTION CANVAS:

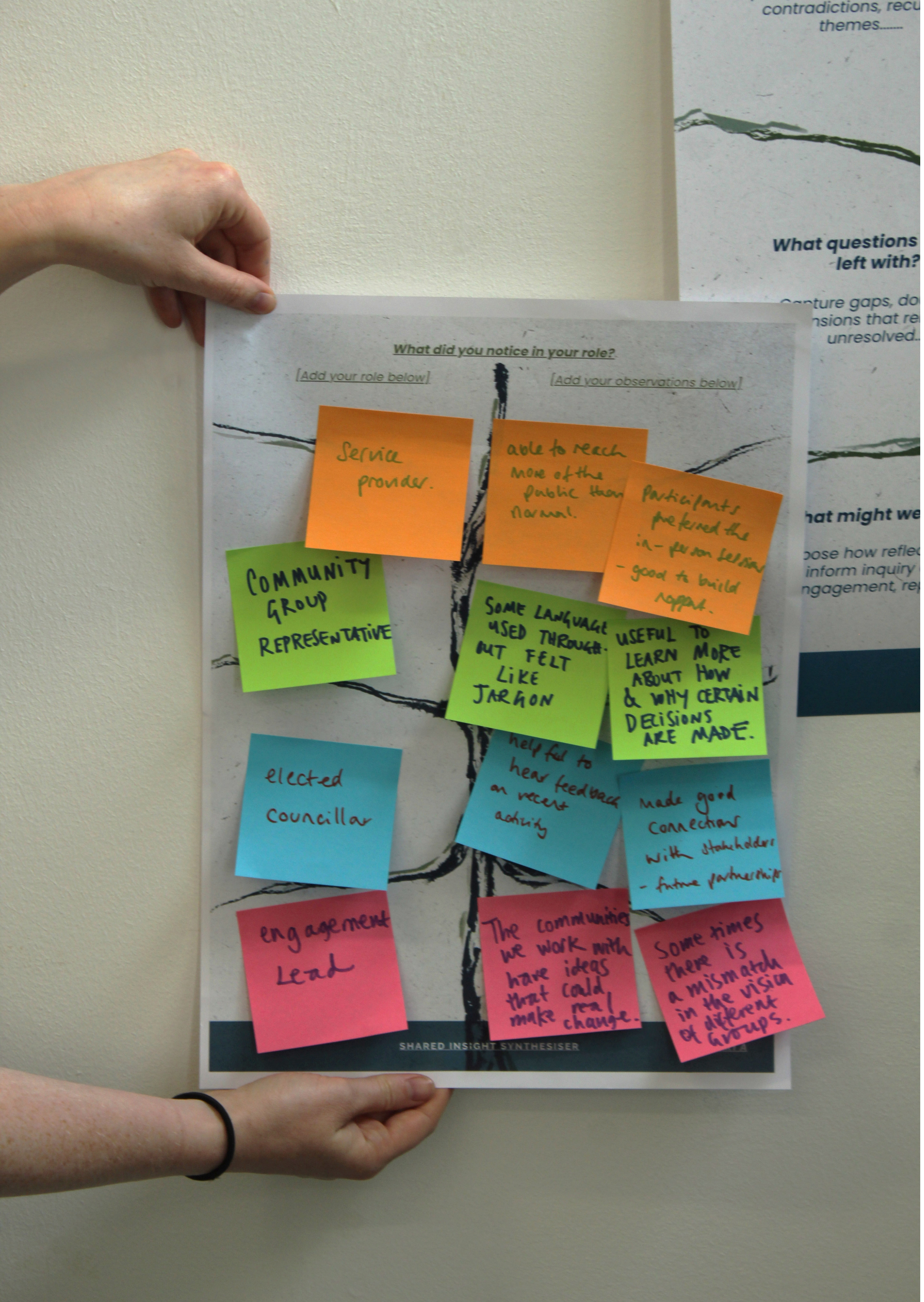
What outcomes did we want to see?'

How did we measure them?

What made it difficult to evidence?

Did any outcomes conflict with other priorities?

What was out with our control?



SHARED INSIGHT SYNTHESISER

This tool provides a structured activity to bring a team, group of organisations or participants together to reflect on the engagement process and insights.

It supports equitable, multi-voiced reflection across teams, organisations and participants by combining shared prompts to capture and compare diverse interpretations, ultimately deepening understanding and shaping inquiry direction.

Use after any engagement or evidence-gathering activity to bring together everyone involved in the process to reflect and capture impact.

A two-part tool featuring a grid for annotations. Part A prompts individual users to note reflections in their role; Part B supports collective sense-making across roles, highlighting patterns, tensions, and next steps.

45 Minutes

Printed and folded sheet, pens, sticky notes

Facilitation Guide

1) Ask each role or organisation to reflect on their experience and complete their section individually (or collectively if more than one participant) on side A.

2) Ask each role or organisation to share with the group their reflections from the process.

3) As a group, collectively discuss each of the four sections on side B and write down reflections to each question.

4) If anonymity is preferred, ask participants to use sticky notes to add their reflections.

5) To conclude the session, ask the participants to discuss what actions to take forward to inform the next engagement.

Conversation Starters

1) What did we each notice that might otherwise go unspoken?

2) Where do our interpretations align and where do they diverge?

3) How did our roles shape what we focused on or missed?

4) What new directions or adaptations could emerge from these reflections?

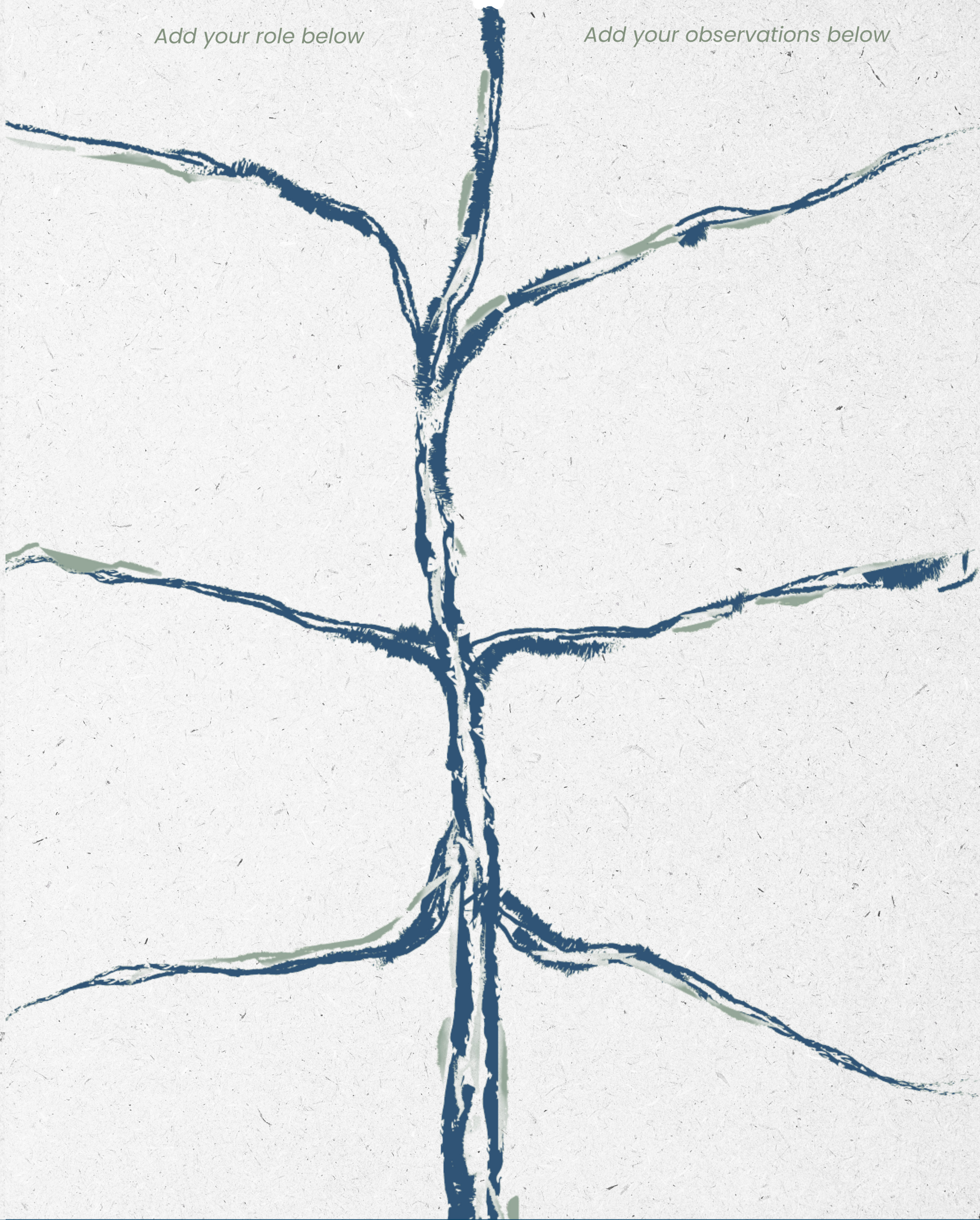
Hints and Tips

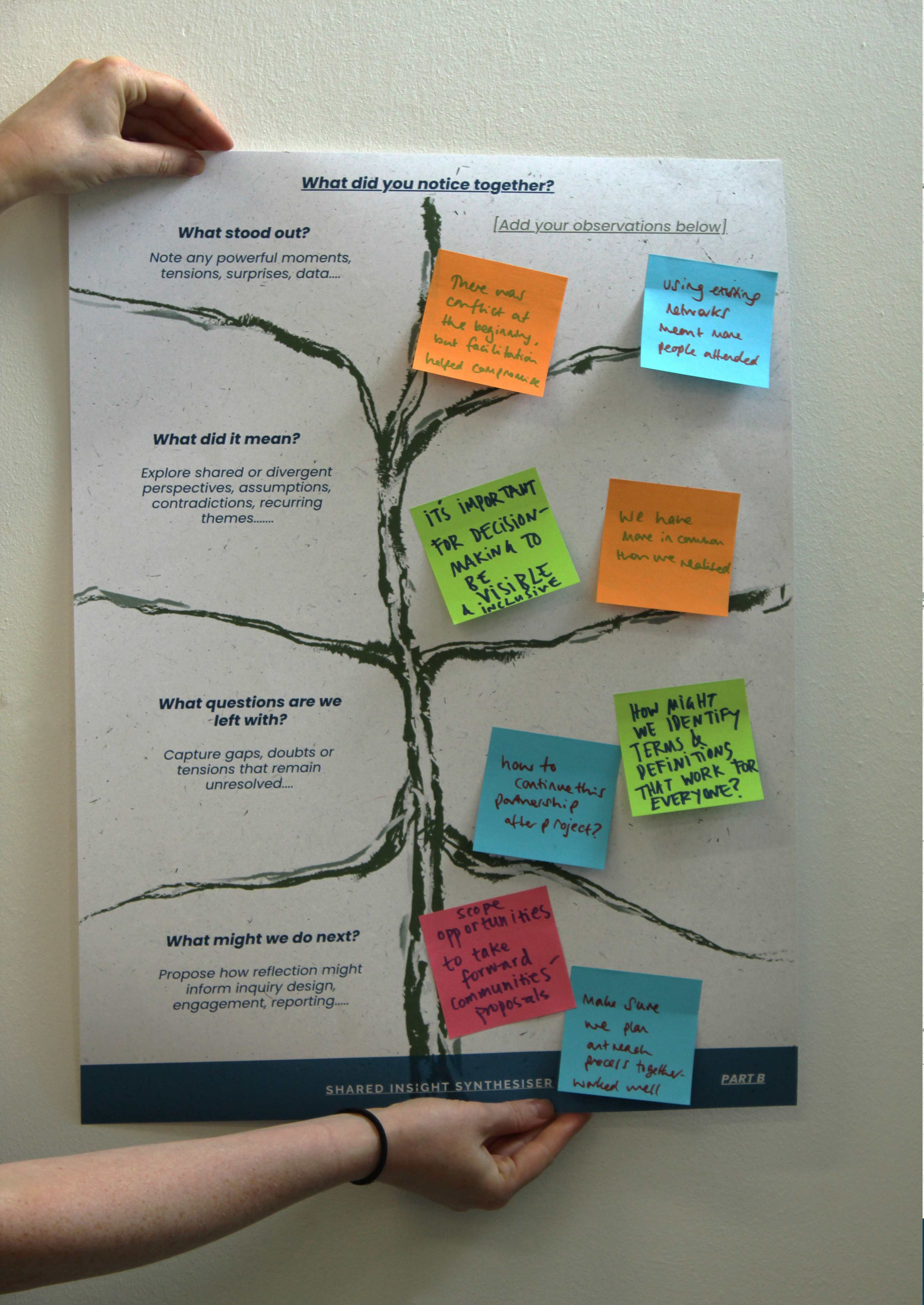
1) Circulate the tool asynchronously with each role filling in their section at their desk before the group session.

2) Pair with colour-coded pens by role for quick visual synthesis

3) Potential to laminate and reuse the tool with dry-erase markers for repeated practice.

What did you notice in your role?





What did you notice together?

Add your observations below

What stood out?

Note any powerful moments, tensions, surprises, data....

What did it mean?

Explore shared or differing perspectives, assumptions, contradictions, recurring themes...

What questions are we left with?

Capture gaps, doubts or tensions that remain unresolved...

What might we do next?

Propose how reflection might inform inquiry design, engagement, reporting...

07. CONCLUSION

This repository brings together a set of participatory design tools co-developed with public sector partners across Scotland. It is intended as a starting point for reflection, experimentation, and practice – offering practical ways to support more meaningful, inclusive, and creative community engagement.

Each tool responds to real-world challenges identified through collaborative workshops and dialogue, and is designed to be flexible, adaptable, and easy to integrate into existing processes and frameworks like the National Standards for Community Engagement. Together, they offer a range of entry points for planning, facilitating, and reflecting on engagement work – whether you are laying the groundwork for a new project or seeking to strengthen long-term approaches.

This repository is not a finished product. It will continue to evolve as we test, adapt, and expand the tools in collaboration with public sector partners. We hope you find the methods useful in your own work. If you have any feedback, would like the tools provided in a different format, or are interested in collaborating, please do get in touch.

We have written a report detailing the research process for this project. Click HERE to read the report.

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