

# Involving People in Decisions that Impact Them Learner Workbook



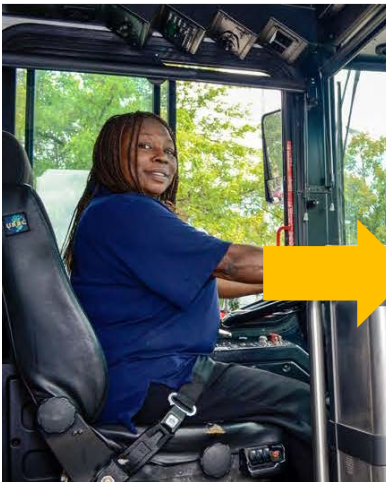
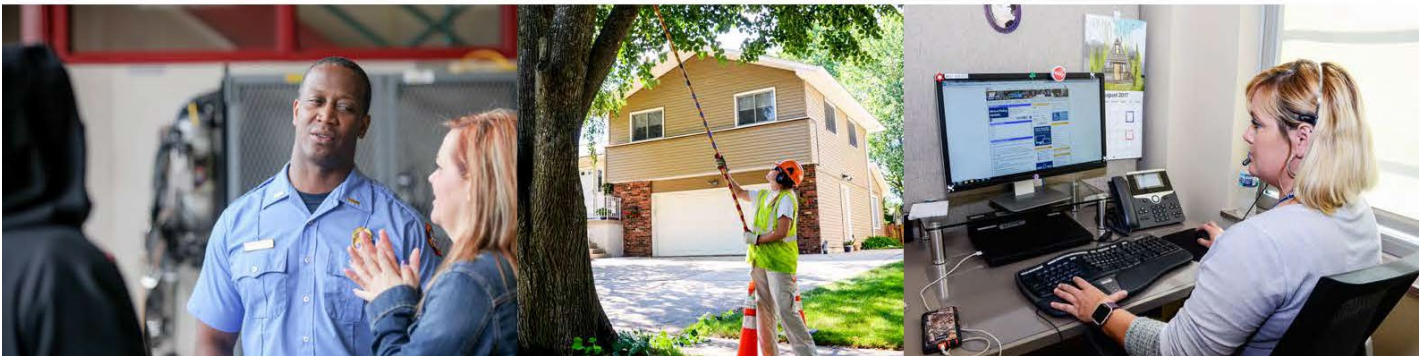
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## Our Madison Vision, Mission, Service Promise



**OUR MISSION** is to provide the highest quality service for the common good of our residents and visitors.



### OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.

[WWW.CITYOFMADISON.COM/EXCELLENCE](http://WWW.CITYOFMADISON.COM/EXCELLENCE)



**CITY OF  
MADISON**

Notes:

## What are the benefits of involving people in decisions that impact them?

Ownership

Diversity

Innovation

Relationships

Engagement

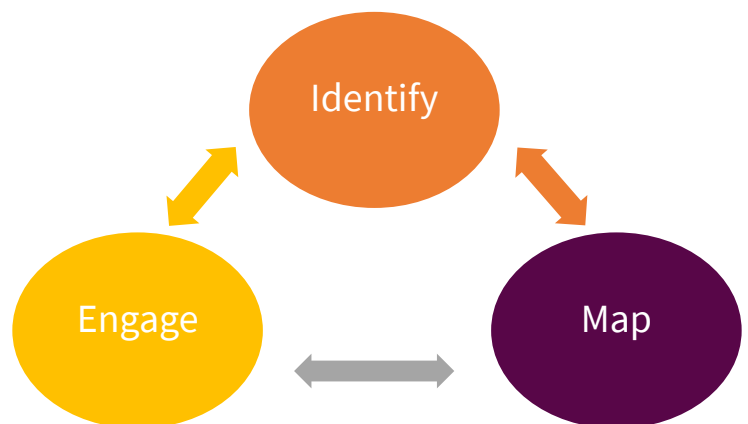
Success

Notes:

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## 3 steps to involving people in decisions that impact them:

Notes:



# Story Time Scenario

**Scenario:** Sustainability Initiative

**Background:** You are the project lead in a local government organization, tasked with spearheading a citywide sustainability initiative. This initiative aims to make the city more environmentally friendly by being energy efficient, reducing waste and energy consumption, and increasing public transportation.



## Map:

High Influence


High Influence & Low Stake: <b>Handle with Care</b>	High Influence & High Stake: <b>Top Priority</b>
Low Influence & Low Stake: <b>Low Priority</b>	Low Influence & High Stake: <b>Need Help to Participate</b>

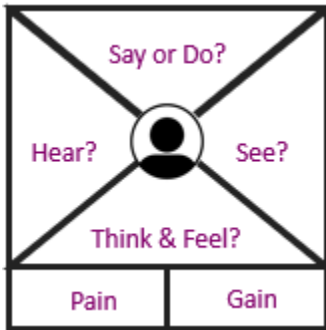

Low Influence

Low Stake

High Stake

Notes:

## Empathy Mapping:



**Who** are we empathizing with?

**Notes:**

What do they **Hear**?

What do they **Say** or **Do**?

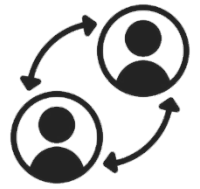
What do they **See**?

What do they **Think** and **Feel**?

**Pains:** What are their fears, frustrations, and obstacles or barriers to overcome?

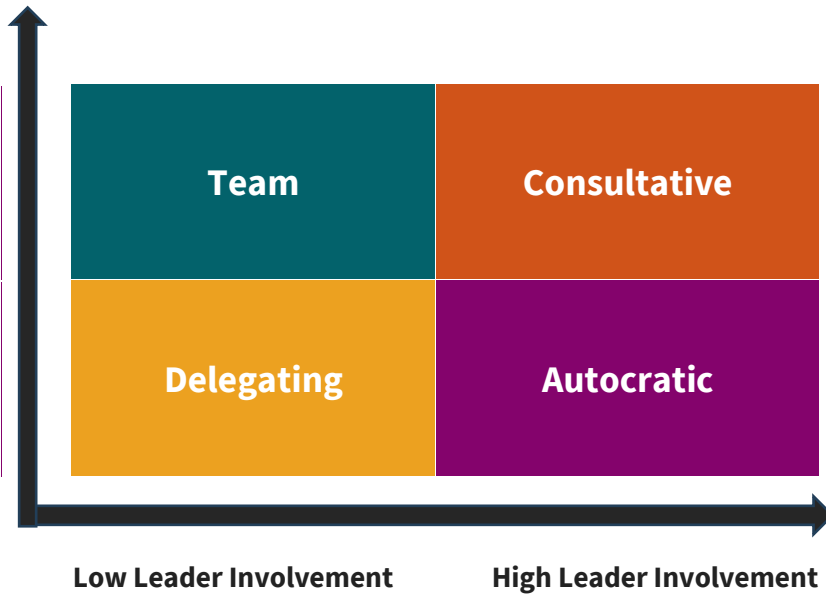
**Gains:** What are their wants, needs, hopes, and dreams?

## Engage:



High Involvement of  
Others


Low Involvement of  
Others




Notes:

## Now, it's YOUR turn!

Identify	What's Your Scenario?			
	What are the decision points?		Who is impacted by these decisions?	
	Level of Influence & Stake of those Impacted			
Map	Who are we empathizing with?			
	What do they <b>Hear</b> ?	What do they <b>Say</b> or <b>Do</b> ?	What do they <b>See</b> ?	
Engage	What do they Think and Feel?			
	<b>Pains:</b> What are their fears, frustrations, and obstacles or barriers to overcome?		<b>Gains:</b> What are their wants, needs, hopes, and dreams?	
	Consultative	Team	Delegating	Autocratic

## Now, it's YOUR turn!

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	What do they <b>Think</b> and <b>Feel</b> ?			
Engage	<b>Pains:</b> What are their fears, frustrations, and obstacles or barriers to overcome?		<b>Gains:</b> What are their wants, needs, hopes, and dreams?	
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# Resources:

## Online Resources:

- [Stakeholder Analysis Mapping](#)
- [Empathy Mapping Example](#)
- [Decision Making Model](#)