

# Involving People in Decisions that Impact Them

## Learner Workbook



### **Navigate this Learner Workbook:**

<b>Our Madison Vision, Mission, Service Promise.....</b>	<b>2</b>
<b>What are the benefits of involving people in decisions that impact them?.....</b>	<b>3</b>
<b>3 steps to involving people in decisions that impact them: .....</b>	<b>3</b>
<b>Story Time Scenario.....</b>	<b>4</b>
<b>Map: .....</b>	<b>4</b>
<b>Empathy Mapping: .....</b>	<b>5</b>
<b>Engage: .....</b>	<b>6</b>
<b>Now, it's YOUR turn! .....</b>	<b>7</b>
<b>Resources: .....</b>	<b>10</b>

## Our Madison Vision, Mission, Service Promise

# OUR MADISON

## INCLUSIVE, INNOVATIVE & THRIVING

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



A woman driving a city bus, with a yellow arrow pointing from her to the service promise text.

**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

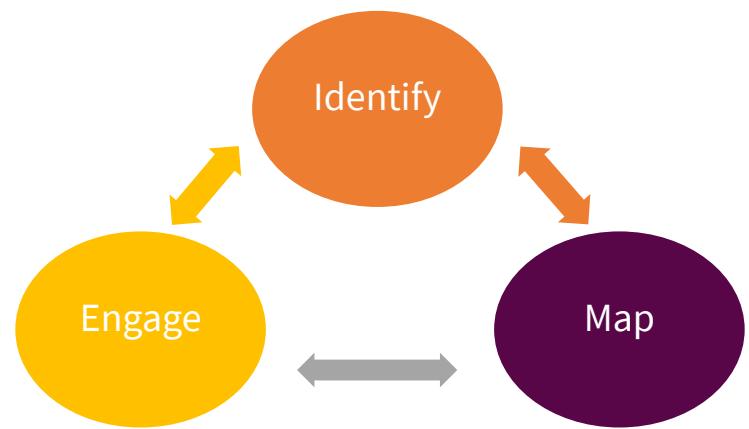
Success

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:

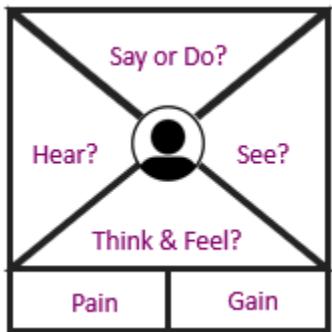
High Influence

Low Influence



Notes:

## Empathy Mapping:



**Who** are we empathizing with?

**Notes:**

What do they **Hear**?

What do they **Say or Do**?

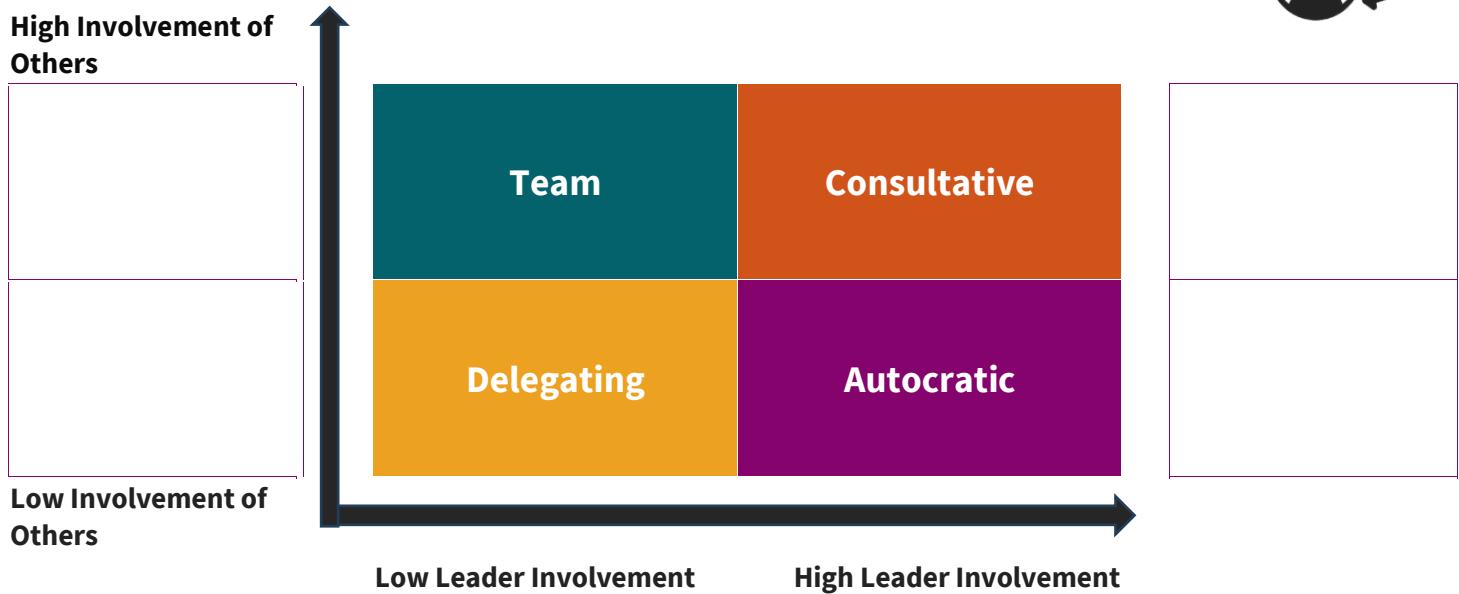
What do they **See**?

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:



## Notes:

# Now, it's YOUR turn!

## What's Your Scenario?

Identify

**What are the decision points? Who is impacted by these decisions?**

**Level of Influence & Stake of those Impacted**

**Who are we empathizing with?**

**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?

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Map

**Consultative**

**Team**

**Delegating**

**Autocratic**

Engage

# Now, it's YOUR turn!

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Engage

# Resources:

## Online Resources:

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