



Involving People in Decisions that Impact Them

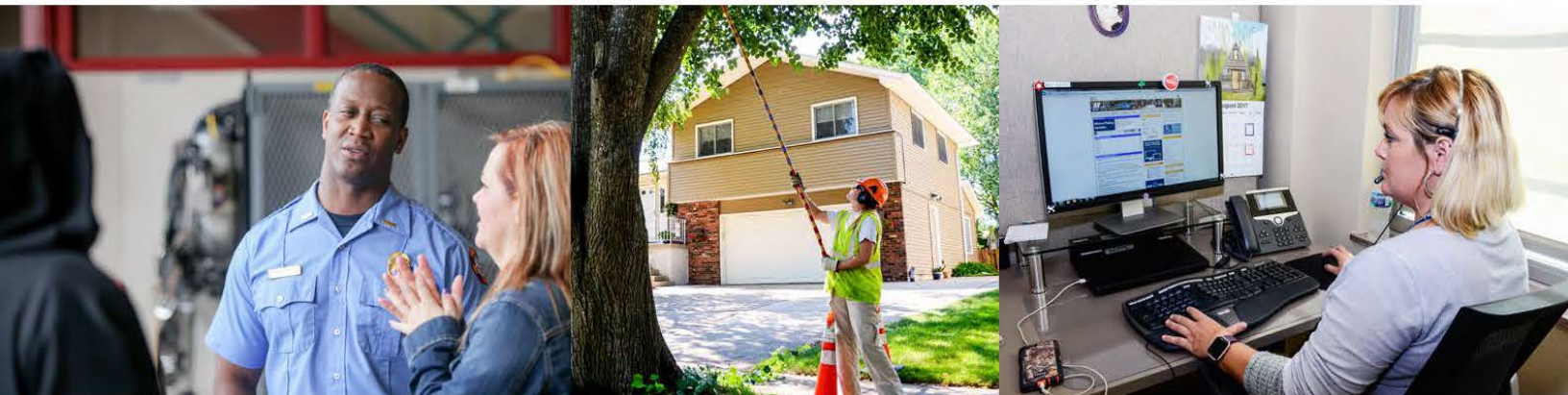
Learner Workbook



OUR MADISON

INCLUSIVE, INNOVATIVE & THRIVING

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.

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MADISON**

Why Do We Involve People In Decisions That Impact Them?

Ownership

Diversity

Innovation

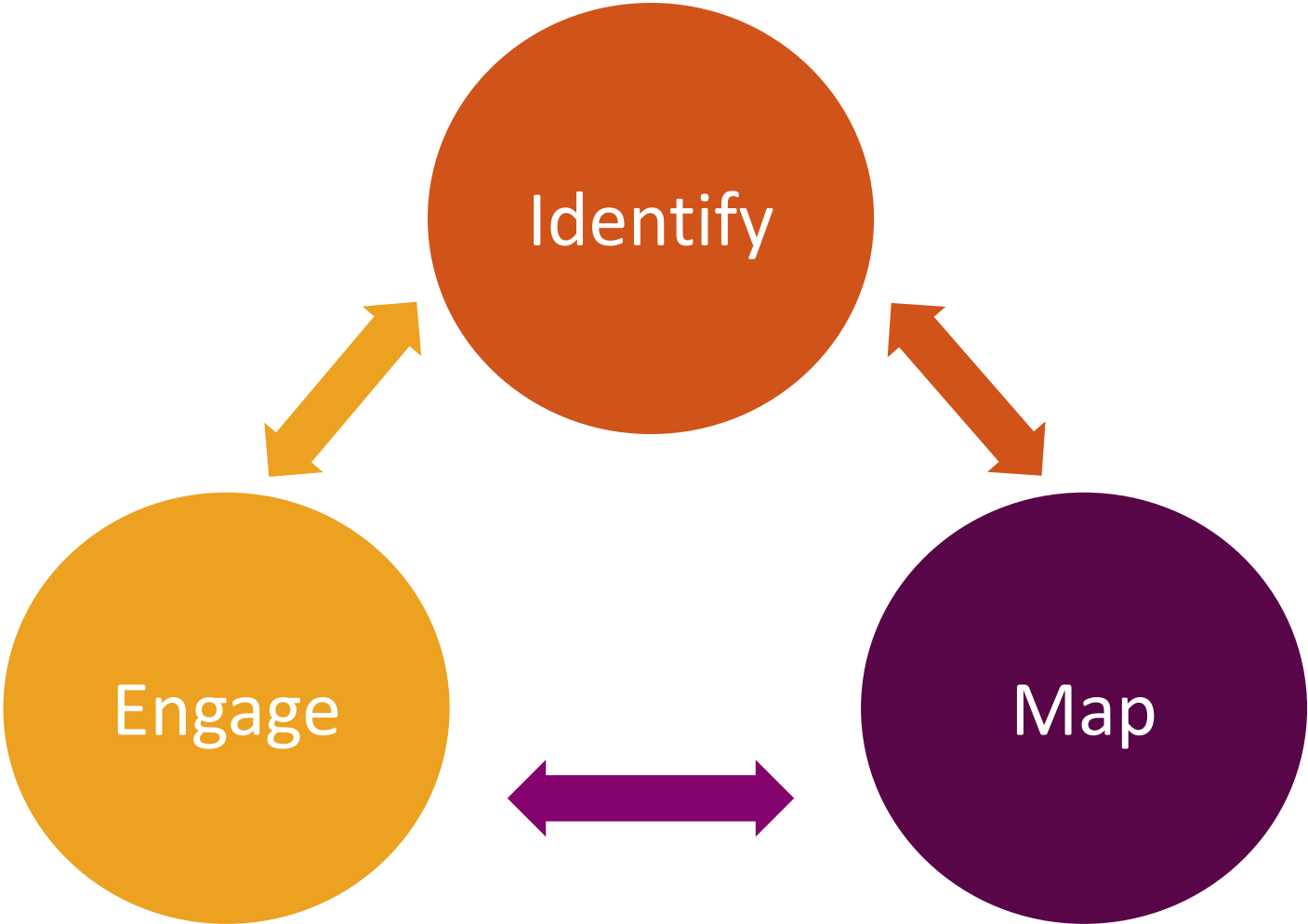
Relationships

Engagement

Success

Notes:

3 Steps to Involving People in Decisions that Impact Them



Notes:

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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.

Identify

What are the decision points?

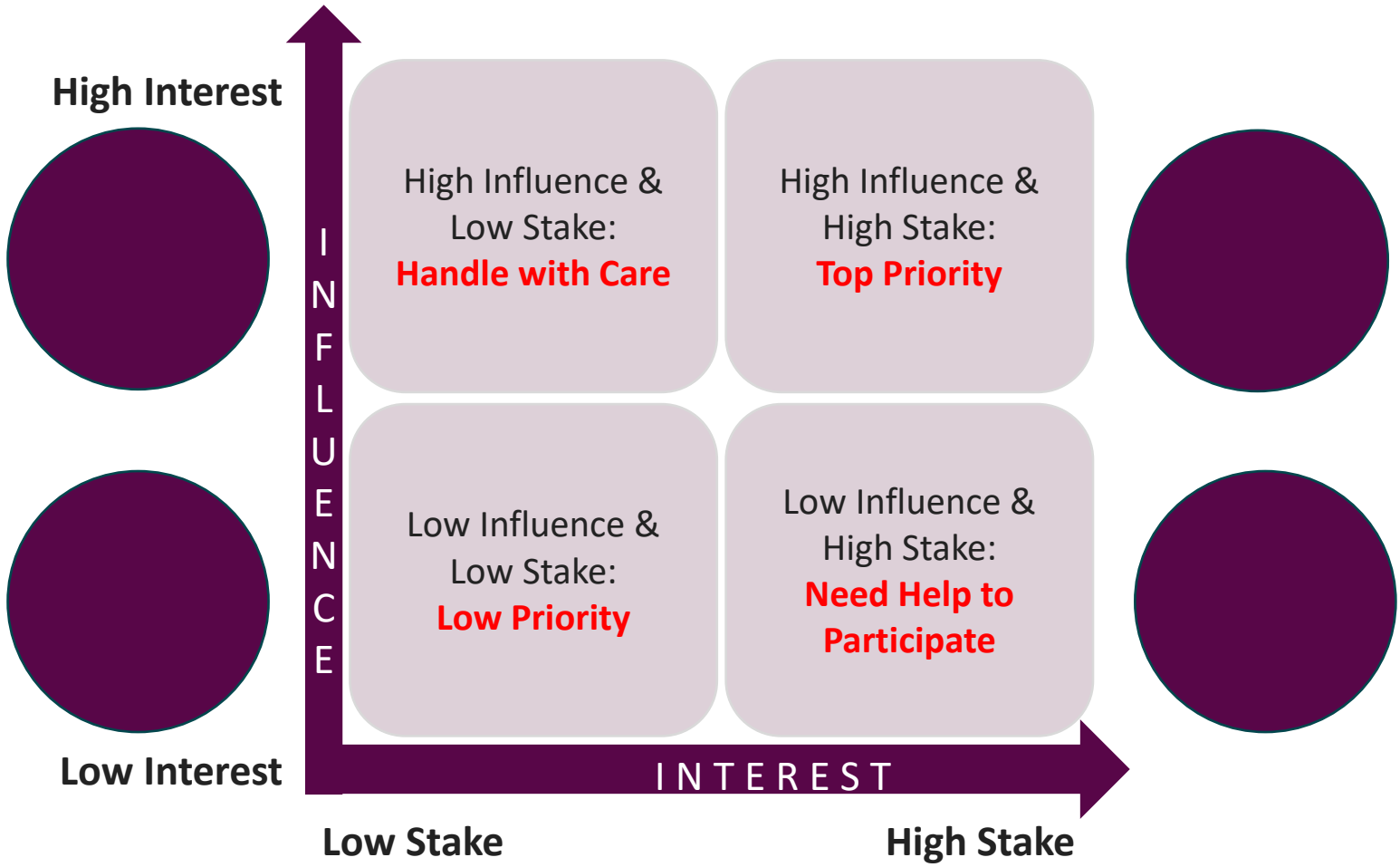
Who is impacted by these decisions?

1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.
9.	9.
10.	10.



Identify

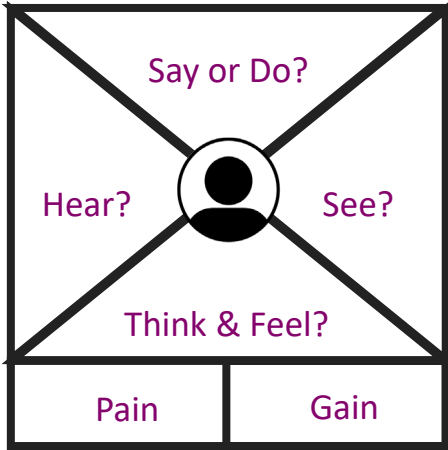
Map



Notes:



Empathy Mapping



Who are we empathizing with?

Notes:

*What do they **Hear**?*

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

*What do they **See**?*

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

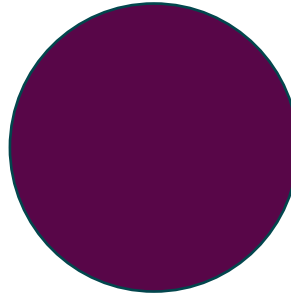
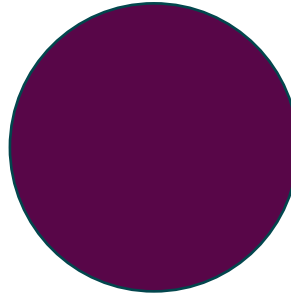
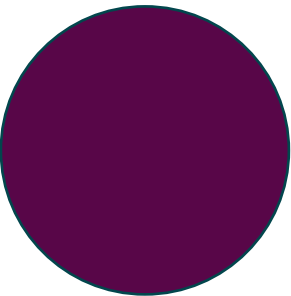
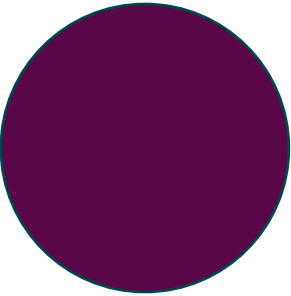
Pains: *What are their fears, frustrations, and obstacles or barriers to overcome?*

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

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Engage

High Involvement



Low

Involvement

Low

Involvement

High

Involvement

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?

Map

*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

Consultative

Team

Delegating

Autocratic

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Engage

Additional Resources



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