



# **Involving People in Decisions that Impact Them**

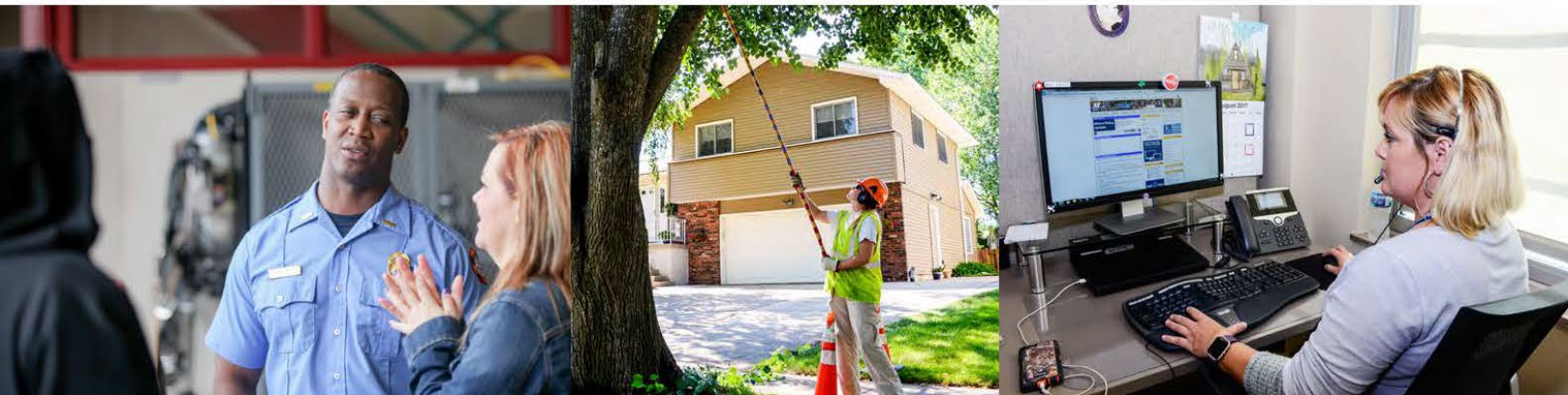
## **Learner Workbook**



# 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.

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



**CITY OF  
MADISON**

# Why Do We Involve People In Decisions That Impact Them?

Ownership

Diversity

Innovation

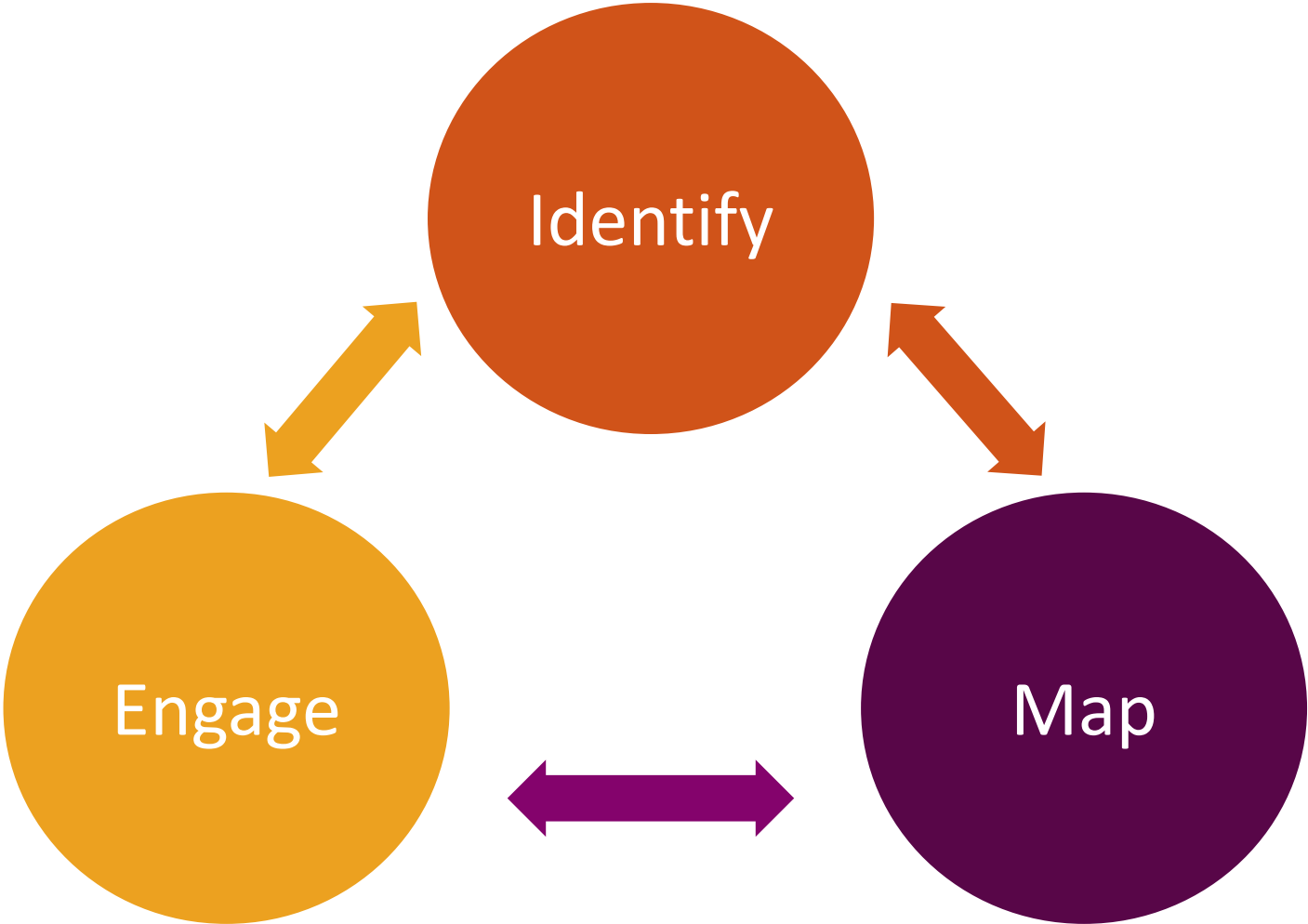
Relationships

Engagement

Success

Notes:

# 3 Steps to Involving People in Decisions that Impact Them



Notes:

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# Story Time Scenarios

## **Scenario:** Planning a Birthday Party



**Background:** You are responsible for organizing a birthday party for a close friend. The party is expected to have a mix of guests, including friends, family, and colleagues. The aim is to create a memorial experience for the birthday person and the attendees.

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## **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?*

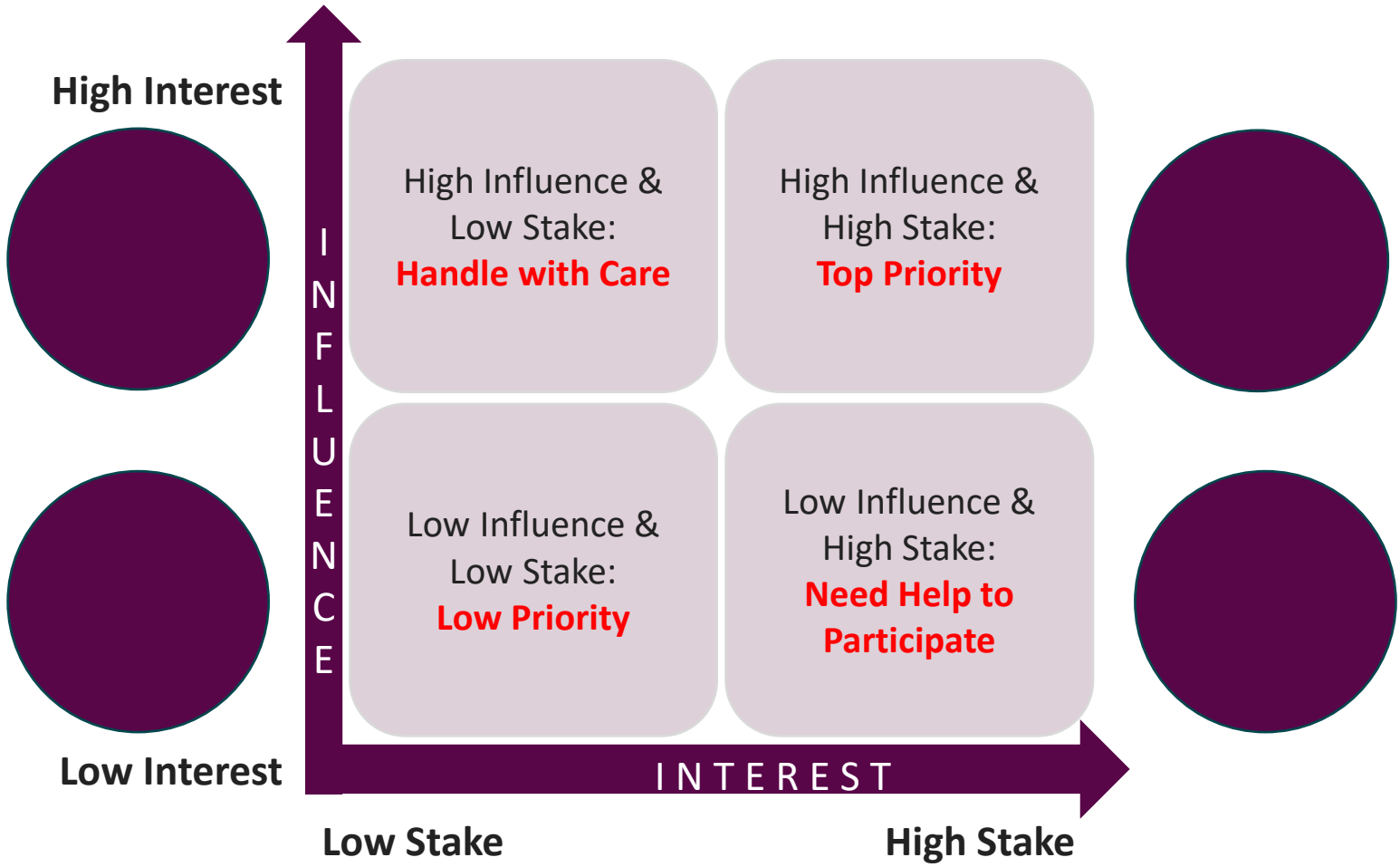
*Who is impacted by these decisions?*

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



Identify

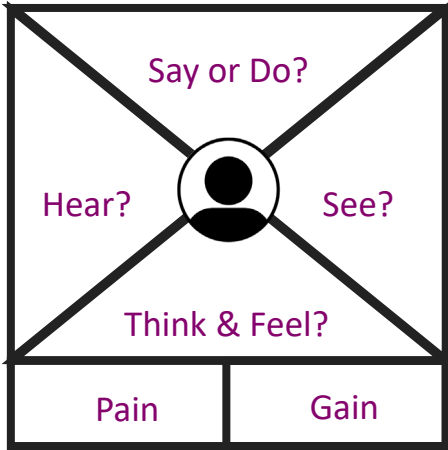
# Map



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?*

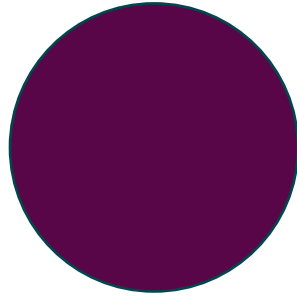
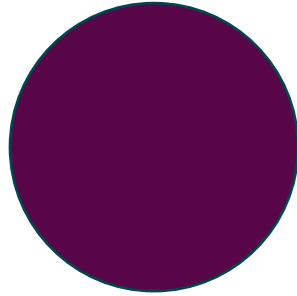
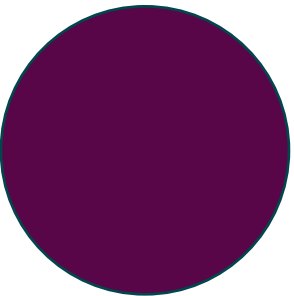
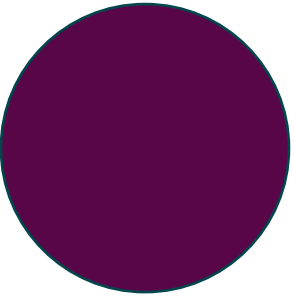
**Gains:** *What are their wants, needs, hopes, and dreams?*

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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**?*

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

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Engage

*Consultative*

*Team*

*Delegating*

*Autocratic*

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# Additional Resources



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