

conversation about “What is needed to make the Township of Langley an even better place to live, work, learn, and play? How can we create a community in which everyone can thrive?”

Feel free to invite as many people as you like. We find that conversations between six and twelve people usually let everyone have a chance to talk (and are small enough for most meeting spaces). Please review this workbook before calling your guests, because you can either have a conversation on a specific issue of your choice, or you can ask your guests to select the issue they would like to talk about.

If you would like Township staff to attend your conversation and help co-facilitate or answer any questions, please contact us before scheduling your event to confirm that we are available (socialplanning@tol.ca or 604.533.6140).

2. Remind your guests

One or two days before your conversation, call your guests to remind them to come. It doesn't hurt to remind your guests that you'll probably meet for just over an hour.

3. Set up your conversation

Pick a location where you and your guests can easily talk to each other. Sort copies of meeting materials into sets and hand them out to guests as they arrive.

Please make sure all guests sign in, because attendance numbers help us understand how many people these conversations reached and involved.



4. Facilitate your conversation

As the host of this conversation, your role is to ensure that:

- Everyone has a chance to say something
- No one dominates the conversation
- The conversation stays on topic
- Someone is taking notes on the conversation so that the worksheets can be completed
- The group can summarize their top ideas for each question

The detailed agenda at the back of this guide has more guidance to help!

5. Send us your feedback

So that your conversation has the most impact, it's important that you share your findings with us! Please submit your completed worksheets by **June 10, 2018** as an email attachment or in person as follows:

Email: socialplanning@tol.ca

In person: Customer Service
Township of Langley
20338 – 65 Avenue
Langley, BC V2Y 3J1
(Monday - Friday, 8 am - 5 pm)

Materials Checklist

- Sign in sheet (attached)
- Worksheets #1, #2, #3 (attached)
- Discussion Guides for each guest
- Pens
- Sticky notes

Tips for Success

Here are some tips to help you host a successful event:

- **Make sure everyone has a chance to say something.** By asking your guests to share their ideas one-by-one, you're making space for everyone to talk. You can also say, "Bruce, I haven't heard your idea yet. Would you like to share it?"
- **Reflective time is important.** Where silent time is suggested, we have done this because the best thoughts come from people when they are given time, without being influenced by the views

of others. We strongly recommend allowing for the quiet time, to get more diverse and quality input.

- **Don't be afraid to cut people dominating the conversation off.** It's ok to gently remind participants that other people need to be able to talk. Say, "Sandra, I know that having a coffee shop downtown really matters to you. We wrote this idea down, but we only have 10 minutes left for this round and need to move on."
- **It's ok to disagree.** If there's an issue that you can't easily resolve, say, "We don't have to decide today what the answer is. Let's write down both points of view on the worksheet."
- **Keep the conversation on-topic.** It's ok to say, "Sandy, thank you for your story about your grandmother. Tell us why this issue is important to you and how it relates to the question we're answering."
- **Take notes!** We have included space after each question for you to take notes about what people say, questions they ask, or other important observations.
- **Make sure you're capturing people's ideas as well as you can.** When you write something in the workbook be sure to say, "Ok I'm writing down the following. Did I get it right?"
- **Stick with the program.** Some people might resist an activity. Feel free to say, "The Township made this workbook in hopes of making the best use of our time together. I can make a note of your concern on the evaluation form."

Questions?

Please feel free to contact us at: socialplanning@tol.ca or 604.533.6140.

More information about the Social Sustainability Strategy is available on our website: tol.ca/socialstrategy.

Freedom of Information Statement

Any personal information collected through this Thriving TOL Conversation will be managed in accordance with the Freedom of Information and Protection of Privacy Act. Direct enquiries, questions, or concerns regarding the collection, use, disclosure, or safeguarding of personal information associated with this Thriving TOL Conversation to Supervisor, Information, Privacy and Records Management, 20338 – 65 Avenue, Langley BC, V2Y 3J1, 604.532.7396.

THRIVING TOL CONVERSATION AGENDA

The following agenda is suggested to cover one issue from the Discussion Guide in about an hour. Your group may decide to cover two or more issues, or go over the suggested time as the participants see fit.

1. Welcome (10 mins)
2. Introductions and Icebreaker (5 mins) – Optional
3. Choose your topic (5 mins) – Optional if you select a topic beforehand
4. Get to know your topic (5 mins)
5. What is working well now? (15 mins)
6. What could be working better? (20 mins)
7. Wrap up (5 - 10 mins)

1. WELCOME (10 MINUTES)

- Give a brief overview of what you'll be doing with your time together, why it matters, and what will happen to the workbook you complete together.
- Check in with your guests on how long they can stay, and adjust the timeline based on their needs.
- Ask guests to sign in on the sign in sheet. This helps us understand how many people these conversations reached and involved.

2. INTRODUCTIONS AND ICEBREAKER – Optional (5 MINUTES)

- Feel free to skip this if you already know each other!
- An easy icebreaker is, “Use the first letter in your name to describe yourself to the group.”

3. CHOOSE YOUR TOPIC – Optional (5 MINUTES)

- As the host, you may pick an issue to discuss ahead of time. In that case, please skip this step.
- Here is a suggestion for how your group can work together to select an issue to discuss. Feel free to use another method!
 - Say something like, “Please take a few minutes to scan the social issues outlined in the Discussion Guide. We need to select one of these issues to discuss in more detail. We'll be

talking about what aspects of the issue are currently working well and what could be working better. I will be asking you to select the topic you want to discuss as a group.”

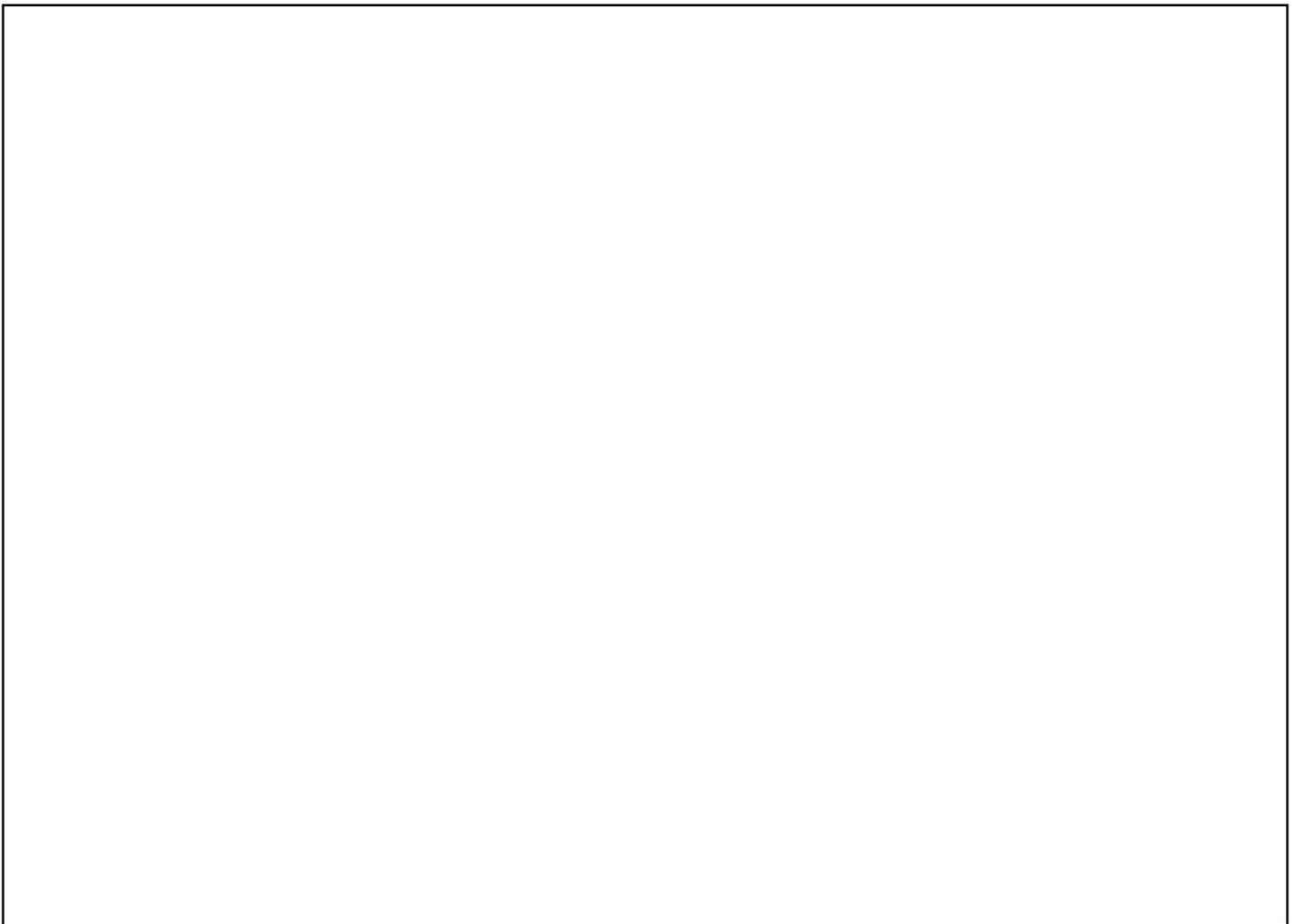
- Using **Worksheet #1**, ask each person to use a checkmark to indicate their top two issues to talk about.
- When everyone has indicated their choices, pick the issue with the most checkmarks.
- If two or more issues have a similar number of checkmarks, you have some options:
 - You can ask participants if they would like to complete two (or more) conversations today. If you choose to discuss additional issues, please record your findings on separate worksheets (or paper). This helps us better understand your input!
 - You can invite people who selected other issues to host their own Thriving TOL Conversation! Visit tol.ca/socialstrategy to access the materials.
- Use the space below to make note of any comments or observations during the selection process.

4. GET TO KNOW YOUR TOPIC (5 MINUTES)

- Place **Worksheet #2** on the table. Write down the name of your issue at the top of the worksheet.
- Invite your guests to spend a few minutes reading the selected issue in the Discussion Guide in more depth.
- Mark on the side of the worksheet the group’s level of familiarity with the issue.

5. WHAT IS WORKING WELL NOW? (15 MINUTES)

- The purpose of this round is to take an inventory of the people, places, services, and programs related to the issue that the group feels contribute positively to the Township.
- Say something like, “Think about what you read in the Discussion Guide about [your chosen issue]. In your opinion, what aspects of this issue are currently working well? What are our assets? Let’s each write down some ideas on sticky notes.”
- Pause - Guests are given time to reflect and jot down notes on their thoughts. Hand out several sticky notes and a pen to each guest.
- When it looks like everyone is ready to discuss, ask participants to take turns sharing ideas with the group, placing them on **Worksheet #2**, near other ideas that are similar. This way, you’ll get a cluster of similar ideas, and it is easier to see if there are themes.
- Spend a few minutes talking about and summarizing what the ideas have in common.
- Use the space below to capture any important comments and observations from this round.



6. WHAT COULD BE WORKING BETTER? (20 MINUTES)

- Place **Worksheet #3** on the table.
- The purpose of this round is to discuss what aspects of the issue could be working better and to come up with ideas for actions that you, your neighbours, community groups, businesses, service providers, and the Township could take to improve it.
- Say, “We just talked about what’s working well, but what aspects of this issue could be working better? What would this issue look like if we were thriving? What actions could we take to get there? Silently think about this for a few minutes and jot some ideas down.”
- Pause - Guests are given time to reflect and jot down notes on their thoughts.
- When it looks like everyone is ready to discuss, invite your guests to write each of their action ideas on separate sticky notes.
- Then, ask participants to take turns sharing their best action ideas. Invite your guests to put their ideas on **Worksheet #3** and cluster similar ideas.
- Spend a few minutes summarizing what the possible action ideas have in common.
- Capture any notes or observations about this round in the space below.

7. WRAP UP (5 - 10 MINUTES)

- Please ask your guests for any feedback on the conversation. This will help you complete the evaluation form on the next page.
- Thank your guests for coming and let them know that you'll take responsibility for submitting their input to the Township.

AFTER YOUR CONVERSATION

- Please complete the evaluation form on the next page.
- Submit your workbook, sign-in sheet, worksheets and evaluation form to the Township by **June 10, 2018** as an email attachment or in person as follows:

Email: socialplanning@tol.ca

In person: Customer Service
Township of Langley
20338 - 65 Avenue
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EVALUATION FORM

Overall, how did your conversation go?

- Excellent
- Good
- Fair
- Poor

Did your participants appear satisfied with the exercise?

- Yes
- No

Did everyone have a chance to talk?

- Yes
- No

Were the materials easy to follow and use?

- Yes
- No

Would you host this type of conversation again?

- Yes
- No

Please describe the general characteristics of your participant group (e.g. 25 – 35 year old colleagues from work or a group of seniors from the curling club).

Do you have any other feedback on your Thriving TOL Conversation?

SIGN IN SHEET

Host name(s)	Email address (to receive project updates)
Participant names	Email address (to receive project updates)

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WORKSHEET #1

Children and Youth Well-being

Seniors Well-being

Diversity and Inclusion

Arts, Culture and Entertainment

Housing

Living Standards

Community Engagement and Connectedness

Fire Safety and Emergency Preparedness

Community Safety

Getting Around

Health and Wellness

Learning

WORKSHEET #2

Issue:

Level of Knowledge:

- It's an unfamiliar topic for most of us
- We have a basic level of knowledge
- We know this issue well
- We are experts in this area

WHAT ASPECTS OF
THIS ISSUE ARE
WORKING WELL?

WORKSHEET #3

HOW CAN WE IMPROVE
THIS ISSUE?