Making texts clearer	**Text in plain language**	**Visualisation**	**Using online engagement tools**
Goals set for the clarity of language. Cutting down unneccessary texts. Test reading texts by outsiders.	Plain language versions of essential texts.	Clarifying issues and messages through use of pictures, graphs or videos.	Using existing online tools for engaging citizens and organisations.

Clear descriptions	**Testing the understandability**	**Events for Stakeholders**	**Communication training**
The descriptions of the tasks of the organisation, the services and the structure are clear and easy to understand.	Testing texts and descriptions with citizens, customers and experts.	Stakeholder groups are regularly invited to events where current and future issues are handled.	Making sure that civil and public servants have the necessary skills and knowledge for successful communication.

Regional panels and negotiations	**Utilising Open Data**	**Open Doors Days**	**Open preparation**
Events open to everybody, where issues important for the residents of the region are handled.	Open data is data produced by the public sector. It is in machine-readable format and can be used by anybody free-of-charge and be modified and distributed for private and commercial purposes.	Citizens can visit the premises of an agency or organisation and get acquainted with its civil/public servants and elected officials.	Citizens can express their views to issues under preparation for instance through consultation events, direct contacts or web discussions.

Collaborative digital platforms	**Citizen Assembly**	**Experiments**	**Partnership tables**
Citizens can give their views of the services and their development. For instance through a mobile app it is possible to get useful hints and information about the issues in one's own area.	The participants are invited so that together they represent the region in miniature. The participants listen to experts and deliberate with the help of facilitators. Finally the participants draw up a joint declaration that is presented to the decision-makers.	Citizens are involved in inventing and implementing quick tempo solutions. The goal is to develop and make better services.	Different actors (citizens, organisations, businesses, parishes and other actors) meet at a joint table to discuss common issues. The goals are discussed together as well as who does what and with what resources. The partnership tables can be local, regional or thematic.

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

ACTION CARDS
_____
ACTION CARDS

Hearings

Participants get information about issues under preparation, they can pose questions and give their own views about questions at hand in events open to everybody.

Statements

For instance civil society organisations, associations and individual people give comments. Statements are asked from all interested. The feedback is collected and published.

Appeals

Citizens have the right to appeal to change a decision, the right to file a complaint and the right to leave a reminder to proposals from authorities.

Advisory boards and committees

Committees make initiatives, proposals and statements. Some committees and boards participate in developing an issue or a region and organise events. Some may have financial decision-making power regarding for instance grants to civic organisations and in small-scale development.

Participatory budgeting

Citizens are closely involved in planning and deciding about matters concerning finances and re-sources.

Participatory workshop

Facilitated discussions in a small group for developing ideas and discussing in a non-formal way.

Service design

Citizens and employees map together service needs and based on this develop services. Participants' diaries can for instance be used to get experiences about functioning of services.

Social media

State agency/service/municipality/region tells about its work in Facebook or other social media and it is possible for people to participate in the discussion. Also civil service organisations and other actors can keep up the discussion in social media and collect feedback.

Commissions – panels

Regionally or by topic assembled groups who bring citizens' views to the state/municipality/region, make initiatives, give statements and participate in development work.

Web Surveys and discussions

People can share their opinions and/or discuss current issues in the Internet. The discussion taking place in the Net can also focus on a specific issue or problem, so that citizens can then together seek new solutions and ideas to it (crowd –sourcing).

Communication

A state agency/municipality/region communicates using several different channels. Citizens get information and can give feedback on issues and services that are being developed through the media, social media and other electronic communication as well as through devices in public spaces.

Co-creation

In a co-creation workshop public service users can together plan and develop services.

Public event

Issues are presented in open public events. Participants can share their views to public servants and political decision-makers. Participants are encouraged through dialogue to find solutions and new ideas.

Focus groups

In a focus group (group discussion) information is collected by interviewing a small group at a time on a specific topic. Focus groups can be used in the early phase when issues arise or in their preparatory phase.

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS

ACTION CARDS