

Public Participation Foundational Skills Capacity Matrix

Not all members of the public participation team are required to have all the skills, knowledge, and behaviors needed for successful public participation. The key is to assess overall capacity of the team and ensure that the team as a whole has sufficient expertise, knowledge, and experience.

Foundational Skills	Skill Level Needed for all Team Members	Additional Skill Level Needed for Managers and Leaders	Additional Skills That May be Sought from Outside Experts
Fundamental Understanding of Public Participation Principles <ul style="list-style-type: none"> • Opportunity for influence • Commitment to input • Inclusiveness • Relationship-building • Transparency 	Understand and recognize the importance of all principles	Provide leadership and guidance to ensure that principles are at the core of the planning and implementation of the project.	Provide training in principles and overall approach to public participation.
Fundamental Understanding of Public Participation Behaviors Openness <ul style="list-style-type: none"> • Humility • Respect • Honesty • Reliability • Flexibility • Resilience 	Reflect on the importance of individual behaviors and how to ensure their interactions with stakeholders are positive	Recognize individual behaviors and overall team behavior and build the capacity over time. Ensure team member roles are properly aligned with their current behavior capacity. Model the behaviors at all times.	Provide training in behaviors.
Project Management <ul style="list-style-type: none"> • Situation Assessment • Goal-setting • Planning • Process Management • Meeting and Event Management • Evaluation 	Apply appropriate management skills to individual role	Design public meetings and events. Create project workplans. Provide overall project management and leadership.	Provide training in project management. Design public meetings and events. Create project workplans.

<p>Stakeholder Communications</p> <ul style="list-style-type: none"> • Effective writing • Simple language • Presentations • Interpersonal skills • Active listening 	<p>Understand the importance of each skill, current skill level, and take action to improve skills over time.</p>	<p>Recognize individual skills and overall team capacity and build the capacity over time. Ensure that team member roles are properly aligned with their current skills. Engage outside experts to complement gaps in current skills.</p>	<p>Provide training in communication. Provide expert communication skills and assistance in all areas.</p>
<p>Neutral Facilitation</p>	<p>Recognize the role and importance of facilitation</p>	<p>Work cooperatively with the facilitator to design and implement credible processes</p>	<p>Apply all the skills required of an expert neutral facilitator</p>