



# Neighborhood Involvement & Community Engagement (NICE!)

## Module 1: We Hear You



[forwardwaynecounty.org](http://forwardwaynecounty.org)

# Contents

|  |    |
|--|----|
| Introduction.....  | 2  |
| Section: Overview of NICE!.....  | 2  |
| What is Forward Wayne County? .....  | 2  |
| What is <i>NICE!</i> ? .....   | 4  |
| Why is <b>NICE!</b> Important for YOU and the community? .....                 | 5  |
| How does <i>NICE!</i> work? .....  | 7  |
| Put <i>NICE!</i> Into practice: Self Reflection .....                          | 8  |
| Module 1: Appreciative Inquiry – "We Hear You" .....                           | 9  |
| Section 1: You are the Catalyst.....   | 9  |
| .....  | 9  |
| Why is neighborhood development important? .....                               | 10 |
| How can I be the catalyst?.....  | 11 |
| Put it into practice: Love, Hate, Want, Need .....                             | 13 |
| Section 2: Assessing the Neighborhood.....                                     | 14 |
| What is Asset-Based Community Development?.....                                | 14 |
| Why focus on the assets?.....  | 14 |
| How do I create an asset map? .....  | 15 |
| Put it into practice: Community Asset Mapping.....                             | 16 |
| Appreciative Inquiry .....   | 18 |
| Section 3: Appreciative Inquiry .....  | 18 |
| What is Appreciative Inquiry? .....  | 18 |
| Why is seeking out voices important to the NICE! Process?.....                 | 19 |
| How do I get started? .....  | 20 |
| Finding Residents.....   | 23 |
| Resources for Conducting an Appreciative Inquiry .....                         | 23 |
| Brainstorming Ideas for Appreciative Inquiry.....                              | 24 |
| Putting into Practice: Preparing For My Way Of Listening To The Community..... | 25 |

# Introduction

## Section: Overview of NICE!

### What is Forward Wayne County?

Over the last 45 years, Wayne County has experienced:

- ☑ population decline.
- ☑ below average wealth and income levels.
- ☑ higher than average poverty rates.
- ☑ low levels of educational attainment.

Positive movement in these benchmark areas will require comprehensive action by community collaborators, individuals, partnerships, and businesses.

By working collectively and in a collaborative manner, we believe positive benefits will be realized by all in Wayne County – residents, organizations, and businesses.

## What is Forward Wayne County?

Forward Wayne County is a county-wide effort to align community resources to foster a vibrant economy and promote prosperity in Wayne County, Indiana. Informed by community development studies and published projects, Forward Wayne County was developed to act as a backbone organization to manage collective impact initiatives focused on attracting, developing, and retaining a highly competitive workforce.

## What is a Collective Impact?

Too many organizations are working in isolation from one another. Collective impact brings people together, in a structured way, to achieve social change. Within the CI framework, there are five conditions that, when met, will allow Forward Wayne County to support change in the areas Our People (human capital) and Our Community (quality of place).

The five conditions that must be present when supporting collective impact initiatives.

|  |   |
|--|---|
| <b>COMMON AGENDA</b>                   | IT ALL STARTS WITH A <b>COMMON AGENDA</b> . CHANGE-MAKERS COME TOGETHER <b>COLLECTIVELY</b> TO DEFINE THE PROBLEM AND CREATE A COLLABORATIVE PLAN TO SOLVE IT.  |
| <b>SHARED MEASUREMENT</b>              | COLLABORATORS ESTABLISH A <b>SHARED MEASUREMENT</b> . AFTER A PROBLEM IS DEFINED AND A PLAN IS DEVELOPED, THE NEXT STEP IS A <b>CLEAR AGREEMENT ON HOW TO TRACK PROGRESS</b> WHICH ALLOWS FOR CONTINUOUS IMPROVEMENT. |
| <b>MUTUALLY REINFORCING ACTIVITIES</b> | COLLECTIVE IMPACT FOSTERS <b>MUTUALLY REINFORCING ACTIVITIES</b> . WHEN <b>COLLECTIVES WORK TOGETHER</b> ON A SOLUTION FOR AN IDENTIFIED NEED, EFFORTS ARE STRENGTHENED, AND THE END RESULT IS MAXIMIZED.             |
| <b>CONTINUOUS COMMUNICATION</b>        | GROUPS THRIVE ON <b>CONTINUOUS COMMUNICATION</b> . THROUGH <b>REGULAR INTERACTIONS</b> TRUST AND RELATIONSHIPS ARE DEVELOPED FOR NOW AND THE FUTURE.  |
| <b>BACKBONE ORGANIZATION</b>           | COLLECTIVE IMPACT REQUIRES A <b>STRONG BACKBONE</b> . <b>FORWARD WAYNE COUNTY</b> IS DEDICATED TO ORCHESTRATING WORK ACROSS THE COUNTY.   |

As the backbone organization for Wayne County change, Forward Wayne County focuses on

- ☑ guiding vision and strategy
- ☑ supporting aligned activities
- ☑ establishing shared measurement practices
- ☑ building public will
- ☑ advancing policy
- ☑ mobilizing funding

These activities change over time. Day-to-day, Forward Wayne County provides support to organizations in many ways to help positive change happen with partners, funders, policymakers, and community members... *like you!*

To learn more information, visit our website at [forwardwaynecounty.org](http://forwardwaynecounty.org).

## What makes a great community?

A community where people of all ages can....



Everyone wants to love where they live. Whether they live in a small town or large city, whether it's urban, suburban or rural, a sense of belonging and love for community is important to everyone.

Building a community where everyone in the community feels a sense of pride, ownership, and belonging takes the residents, city and county officials, organizations and businesses all working together toward a common **goal of a livable and lovable community**. Or what we call a **NICE!** community.

What is **NICE!**?

## So, what exactly is NICE!?

NICE! is a 3-part program developed by Forward Wayne County and is an acronym for **N**eighborhood **I**nvolvement and **C**ommunity **E**ngagement. The **NICE!** program provides a framework to enable residents to become co-producers of their community's well-being. This means participating in the conversation about improving the community, volunteering to help the projects come to fruition, and advocating for local government to change policies that will enhance the quality of life.

NICE! is rooted in **Asset-Based Community Development** (ABDC) and will not only provide a framework, but also the tools, resources, and steps for enacting community change.



To build a **NICE!** community, the community residents, not just government officials, business owners, and 'key figures', must be involved and actively engaged in the community.

**NICE!** communities make success possible for people of all ages, abilities, and economic levels.

**NICE!** communities make it possible for neighborhoods to collaborate and maximize opportunities for their residents to be active participants in the community.

**NICE!** is just one small piece to solving our county's challenges. The purpose of hosting NICE! 's 3-part series is to bring together members of the Wayne County community to learn; why it's important to have a **NICE!** group, how to create it, how to sustain it, and how to improve neighborhoods and communities through the idea of social infrastructure and interaction.

## What NICE! isn't.....

This is not meant to impede or replace a city's own vision, strategy, or comprehensive plan. This is not meant to be a competing priority. We are not presenting pre-baked, out-of-the-box solutions for the community.

## Why is **NICE!** Important for YOU and the community?

Let's face it. Ideas are great, but without a plan for success, it is challenging to realize these ideas. And, like many things in life, it can be difficult to "go at it" alone. When you begin speaking with neighbors, business owners, leaders, and other stakeholders, you will quickly recognize how much care, pride, and love there is for your shared community and all its assets. This affection can easily be transformed into energy and excitement with the right plan led by motivated volunteers like you.



**BENEFITS OF FOLLOWING THE NICE! MODEL:**

- Sustainable
- Nimble
- Short-term
- Easy to manage
- No board of directors
- No reporting requirements
- Can easily partner with existing organizations
- Don't have to reinvent the wheel

[forwardwaynecounty.org](http://forwardwaynecounty.org) 

### Wait....why **NICE!**, why not just start my own nonprofit?

Nonprofits are often built out of the perception that a specific need in a region is not being met, and this is often the right step to take.

However, it is cumbersome and costly to establish a new nonprofit organization. In many cases, community members and volunteers are fully equipped to tackle a neighborhood project without the hassle of incorporating.

Use this list to determine if Neighborhood Involvement & Community Engagement is the right approach for solving the frustration or problem you've identified.

In many cases, you may have a Neighborhood Association that is already a nonprofit, and often can act as the organization for grants to pass through.

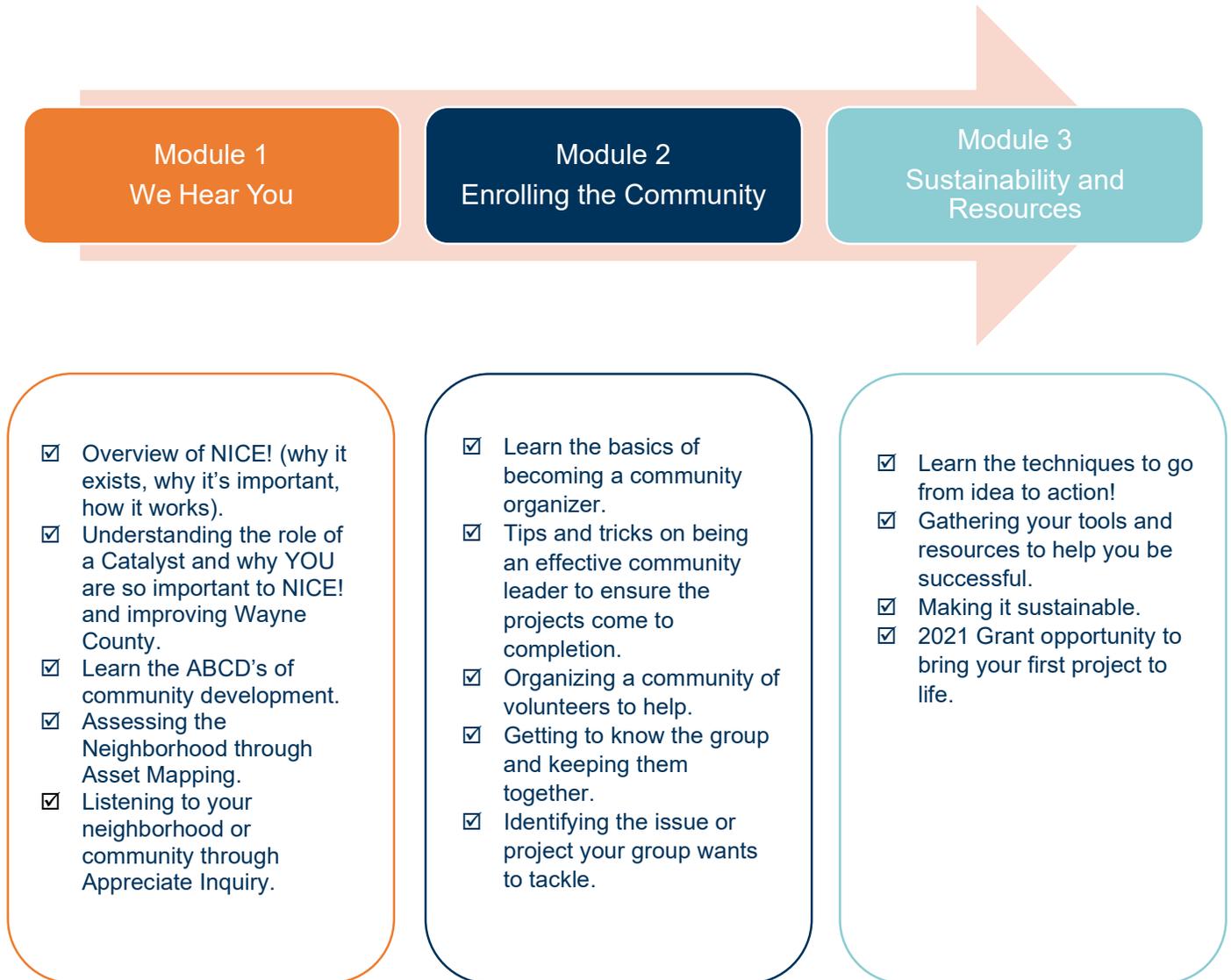
## Why be NICE!?

NICE! groups are a wonderful way to bring ideas to life! Establishing a NICE! group to help tackle mini projects in your neighborhood and community helps residents become active in improving their community's well-being. It also helps their own well-being.

**Do you know your neighbors?** It's often said, "nowadays, no one knows their neighbor.." Implementing the NICE! framework is a great way for the neighborhood to know each other.



## So, how does the *NICE!* program work?





# Module 1: Appreciative Inquiry – "We Hear You"

## Section 1: You are the Catalyst

### What brings you to this workshop?

During this workshop I hope to learn:

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### NICE! TO SEE YOU

You might be here because  
**you are someone who is tired of hearing others (and yourself) talk only about the things that aren't good enough in your community.**

You might be here because  
**you are someone who wants your children to enjoy their childhood the way you did growing up.**

You might be here because  
**you are someone who is tired of complaining and ready to make change happen.**

You might be here because  
**you are a doer and a go-getter.**

You might be here because  
**you might have no idea where to start but know you WANT to get started.**



## Why is neighborhood development important?

Your neighborhood is an extension of your home. It's what you drive and walk through. It's where your neighbors and community live. It's what you see, smell, feel every day. Quality of life and livability are both desired not only by residents but also by businesses and employers.

**"Communities with integrated live, work and play opportunities create strong market demand. Just as people are attracted to places close to work, recreation, entertainment and transit options, employers are learning that the same quality of life benefits enhance their business's competitive position. As people and businesses make livable communities their home, these places become strong economic centers." – AARP – *The Livability Economy: People, Places and Prosperity***

It is easy to identify things you wish would be different in your neighborhood when you live in it every day. You might recognize a sign that needs to be repainted or sidewalks are missing in high-traffic areas. Often people wait for someone "in charge" to come by and fix the perceived issue. However, what this workbook will teach you is that YOU can impact change in your own neighborhood without waiting for someone else to come along.

***YOU have the power to create and make change.***

## Creating Community Change

Real impact requires community and residents to be involved –as producers and co-producers of their own and their community's well-being.

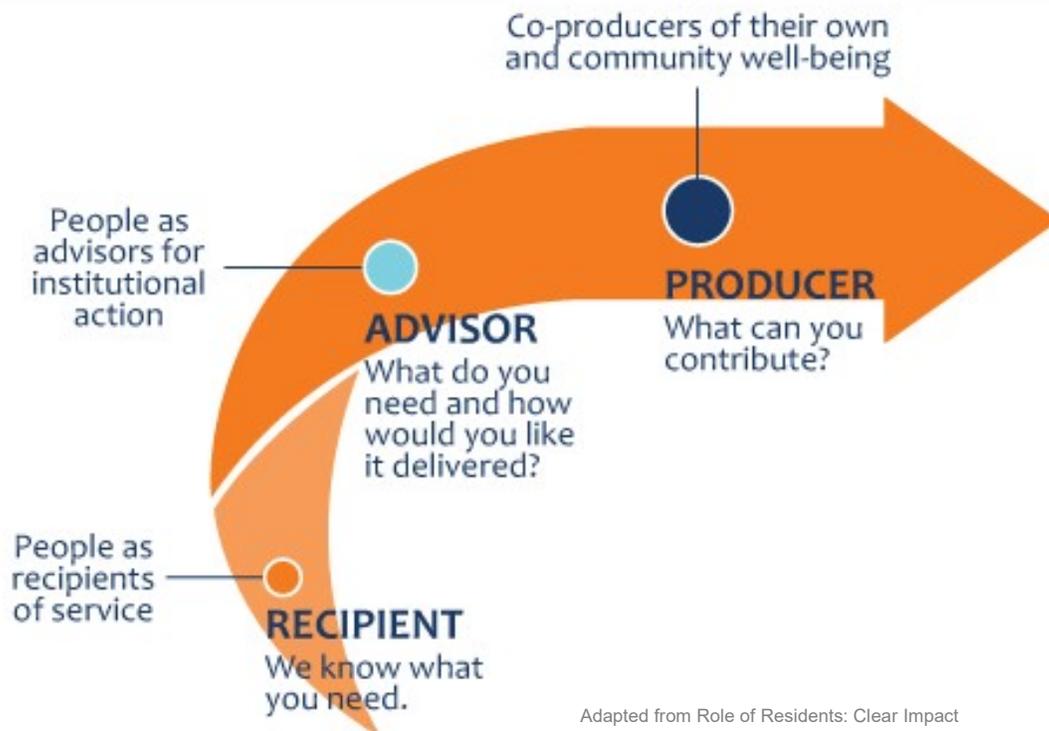
Communities have an abundance of resources. The issue is that they have not been identified and engaged –it is not just about money.

We need to conduct our work through an equity lens.

How can I be the catalyst?

## Being The Catalyst

### THE ROLE OF RESIDENTS



Residents have more ability to enact change than they often think, but there are three questions worth asking when trying to determine how much can feasibly get done by regular citizens.

1. What can residents do by themselves for themselves?
2. What can residents do with a little help from institutions?
3. What do residents need done that they can't do?

Answering these questions is a vital first step, not only for residents wanting to move forward positive change but also for organizations doing community development work. It's important to think about the "role" of residents in neighborhood revitalization.

Traditionally, organizations, businesses, and government entities have taken the lead in determining what issues to tackle and how to approach them. Residents have often been relegated to the role of "Client" in the graphic below.

Have you ever filled out a community survey or sat in a town hall-style listening session? Think about what kinds of questions were asked. Were you asked whether you liked or disliked something in the community? Were you asked to share what else you would like to see?

Going a step further, were you ever asked to participate in a listening session or other collaborative group conversation about a particular community need or project already in process?

In these sessions, you might have been asked to think about not only WHAT you wanted to see but HOW you might like to see the issue addressed. That is taking the role of residents one step ahead and seeing residents and community members as "Advisors."

***But, do you remember being asked to become involved?***

Often this is the missing step in community development work. An entity such as a nonprofit organization or philanthropic arm of a business decides they want to "do good" so they bring along members of the community for input. Once they've "successfully" received feedback, they move forward on their own to see the project through to completion.

## Casting a Common Vision

***Neighborhood Involvement & Community Engagement*** flips the process on its head and puts residents in the driver's seat. This process empowers community members not only to lift up their own voices but also to be the catalyst to enact change that is actually wanted and supported by the residents of their neighborhood.

What are the ***quality-of-life*** conditions we want for the children, adults, and families in our community?

What would these conditions look like if we could see them?

## Put it into practice: Love, Hate, Want, Need

It's time to reimagine your neighborhood. Take 8 minutes to consider what you love, hate, want, and need in your local community or neighborhood.

### WHAT DO YOU LOVE, HATE, WANT, NEED ABOUT/IN YOUR NEIGHBORHOOD? (EXAMPLE)

| LOVE                      | HATE   | WANT                          | NEED   |
|---------------------------|--|-------------------------------|--|
| Old Homes                 | Speeding cars -<br>Heavy traffic &<br>potholes | Develop<br>walkability        | Better/more<br>sidewalks                         |
| History                   | Slumlords -<br>Health code issues              | Demographic<br>diversity      | Better/working<br>street lights                  |
| Architectural<br>Heritage | Blight/Empty lots                              | Quality affordable<br>housing | Economic<br>development/More<br>local businesses |
| Neighborhood<br>School    | Economic<br>Inequity                           | Historic<br>Preservation      | Access to<br>grocery stores                      |

### WHAT DO YOU LOVE, HATE, WANT, NEED ABOUT/IN YOUR NEIGHBORHOOD?

| LOVE | HATE | WANT | NEED |
|------|------|------|------|
|      |      |      |      |
|      |      |      |      |
|      |      |      |      |
|      |      |      |      |

## Section 2: Assessing the Neighborhood

### What is Asset-Based Community Development?

# ABCD to Improving Our Neighborhood

Asset-Based Community Development (ABCD) is a type of development focused on the community's already existing resources. This is not an approach that emphasizes all of the ways in which a community is deficient or insufficient. Focusing on deficiencies can be misleading, as important connections can easily be left out.

Rather, the ABCD strategy analyzes the current community environment to identify assets that are already present, even if often overlooked. Then, by building upon and mobilizing preexisting assets, development is more sustainable and becomes community-driven rather than driven by external actors.

### Why focus on the assets?

Fundamentally, ABCD starts from within a community and is community-driven. When focusing on the assets, as opposed to the needs or weaknesses in a community, strengths are drawn from the shared history and values of a community. Participatory Approaches Development strategies, like ABCD, encourage active participation and empower residents to bring about positive development in a sustainable way.

In ABCD, social relationships are regarded as crucial. Individuals are often better than institutions at engaging the community at large. ABCD brings together a wide array of community members to foster positive relationships, encourage community engagement and motivate members to act.

All of us are like the cup above, half full, half empty. We each have a gifts, talents, and capacities as well as our problems, deficits, and needs. The same thing is true of neighborhoods. They have assets and deficits.



## How do I create an asset map?



An asset map is created to identify the key nodes of the complex network that makes up a community. To do this, try to determine key stakeholders from the following groups:

- **Individuals:** Citizens are central to ABCD. Everyone has gifts, talents, or assets to contribute. Deepening participation and engagement from individuals is crucial.
- **Associations:** Associations are clubs or groups of people united by a common interest. Typically volunteer-based, these associations do not control anything or have a financial interest. However, these groups are essential for mobilization.
- **Institutions:** These are paid groups with structural organization. Private businesses, government agencies, school corporations, etcetera make up this group. Institutions provide very valuable assets that boost the community and promote civic duty.
- **Physical Assets:** Land, buildings, financial capital are all necessary assets to be utilized.
- **Connections:** Connections exist to allow people to share their assets between each other. Cultivating impactful relationships with individuals can take time and are usually done via connectors that facilitate relationship-building.

## Put it into practice: Community Asset Mapping

It's time to take a look at your community or neighborhood and identify those assets that make it shine. You can do this one of two ways.

First, use the list of items provided in the graphic below and circle which assets exist in your community today, not ones you wish existed. Feel free to write in assets that are missing or even try your hand at drawing icons for those missing assets.

### MAPPING YOUR COMMUNITY

- CIRCLE** the things you have in your community
- PUT** a square around the things you wish you had in your community

|                    |                   |                  |                    |                  |
|--------------------|-------------------|------------------|--------------------|------------------|
| TREES/SHRUBS       | SIGNAGE           | BIKE PATH        | POINTS OF INTEREST | PARKING          |
| UNIQUE RESTAURANTS | CHAIN RESTAURANTS | NIGHTLIFE        | FUN ACTIVITIES     | DOG PARK         |
| PARKS              | PLAYGROUNDS       | ADULT PLAYGROUND | NATURE SPACE       | HISTORICAL SITES |
| WALKING PATH       | LIGHTING          | TRASH BINS       | OUTDOOR SEATING    | COMMUNITY CENTER |

CREATE YOUR OWN LIST:

Second, print out a map of your neighborhood or community (or draw a rough sketch if you're artsy enough) and, using a marker, draw the icons representing each asset using the graphic below. Using a map as a visual provides even more opportunities to analyze your community. For example, draw solid lines to connect assets you believe are already related or interact with one another. Draw dashed lines between assets that might not already be connected but that, if relationships are developed, could create new synergies.



Schools



Playground



Recreation



Art/Culture



Aging  
People



Young  
People



Businesses



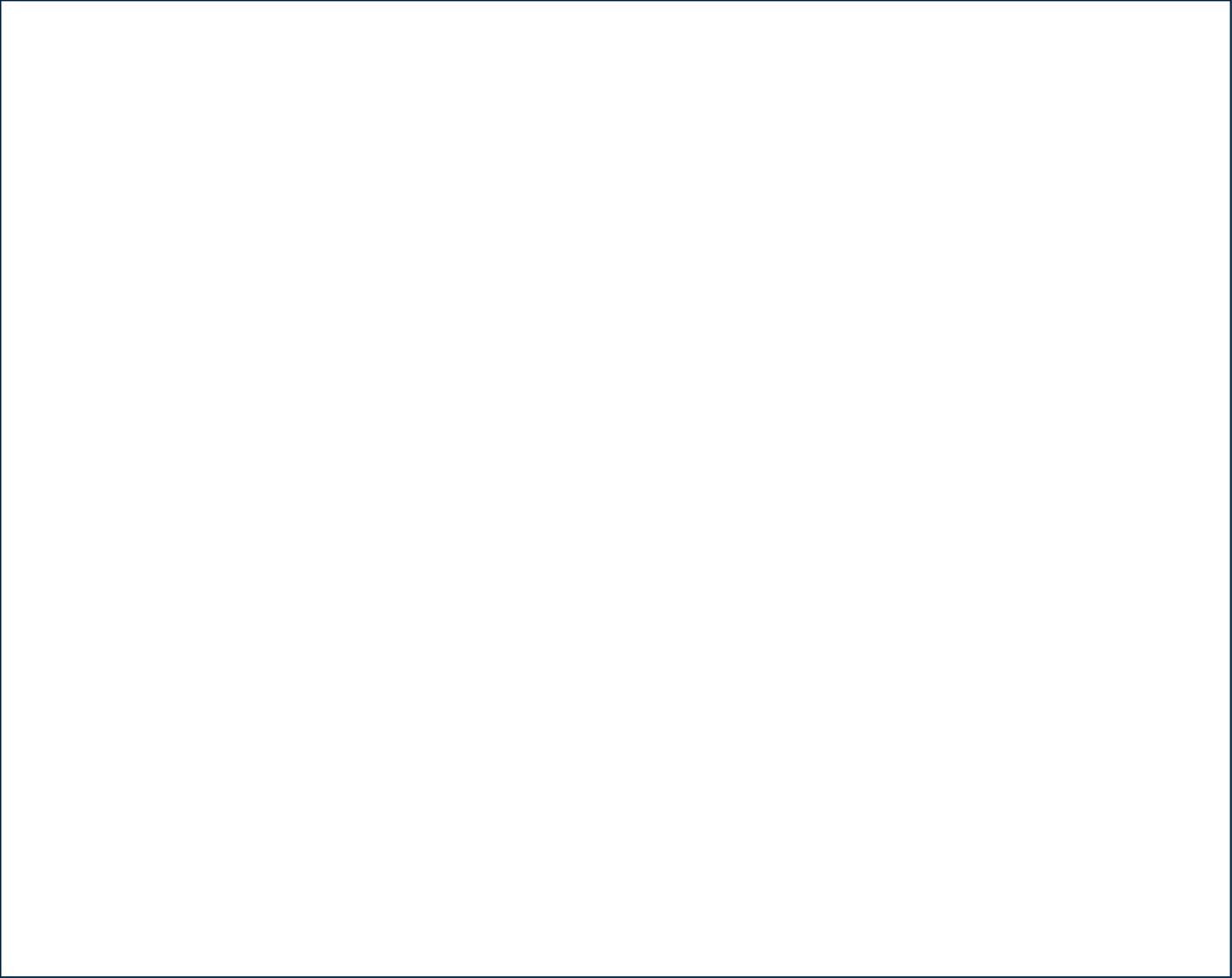
Higher Ed



Historic  
Homes



Church



# Appreciative Inquiry

## Section 3: Appreciative Inquiry

### What is Appreciative Inquiry?

# Defining Appreciative Inquiry

Let us begin with the formal definitions of Appreciative and Inquiry.

**Ap-pre'ci-ate, v.** 1. *valuing; the act of recognizing the best in people or the world around us; affirming past and present strengths, successes, and potentials; to perceive those things that give life (health, vitality, excellence) to living systems* 2. *to increase in value, e.g., the economy has appreciated in value. Synonyms: VALUING, PRIZING, ESTEEMING, and HONORING.*

**In-quire' (kwir), v.,** 1. *the act of exploration and discovery.* 2. *To ask questions; to be open to seeing new potentials and possibilities. Synonyms: DISCOVERY, SEARCH, and SYSTEMATIC EXPLORATION, STUDY.*

As we discussed in the **Role of Residents**, too many times residents are not asked what they want to see in their community or neighborhood. If they are asked, they are seldom invited to be part of the solution.

**Appreciative Inquiry (AI)** goes together with **Asset-Based Community Development** strategies. The underlying assumption in AI is that every community has something positive upon which community development can thrive.

AI is a framework for analyzing communities and their assets, wherein all inquiries are structured positively.

AI and ABCD, together, attempt to structure everything in a positive framework, and by doing so, can create excitement, energy, and increase engagement around those common interests.

Essentially, AI is a framework for listening to community/neighborhood residents.

It is a way to hear: 1) what is it like to be in the community, 2) what could this community be if residents dreamed 3) how to go from creative ideas to implementation, and 4) how do we create a sustainable future.



# What we hope to achieve with AI:

There are 5 objectives you will hope to achieve during the AI phase of **NICE!**:

1. **Get to Know Your Neighbors** – Listening to your fellow residents is a great way to truly get to know the people near you. This will help build a stronger social connection, create a more unified neighborhood, and build relationships that will last for years to come.
2. **Connect with Like-Minded People** – While conducting the Appreciative Inquiry step, you are listening to residents describe the positives of the neighborhood, discovering possible projects, and watching for other individuals that are interested in bringing the ideas to life. You are looking for people that will raise their hand to join your efforts.
3. **Learn About Community Strengths** - Through engaging and relationship building with residents, you will learn more about the community or the neighborhood's successes and current strengths that help create a collective vision for the future.
4. **Explore Community Dreams** - Appreciative Inquiry will allow residents to imagine future successes. While conducting AI take time to encourage dreaming, by building on discussions about the strengths and instilling a sense of excitement about plans for the future.
5. **Generate a List of Possible Projects** – While residents are imagining their neighborhood through a set of ideas, this new perspective can help to generate small new projects that can create a better community for all. This is your time to help inspire those discussions and capture possible projects.

## Why is seeking out voices important to the NICE! Process?

The way you see the community may not be the way others see it. The way you experience the community may not be everyone's experience. It is critical to hear from others that are living and experiencing the neighborhood differently from you. Through the AI process, you connect with key stakeholders (for example, local business owners), and residents to gather feedback and promote trust. This is also an opportunity for these voices to share what they see and hope to see in the community. Seeking broad participation and allowing participants to share their perspectives helps determine community strengths and understand community values.

## Seeking Out Diverse Voices

Diversity in viewpoints also helps to paint a bigger and more accurate picture of the community's assets. So be sure to take steps to offer a variety of input options, including listening sessions, focus groups, or surveys to allow for widespread engagement in the discovery process.

How do I get started?

## 5 Ways to Listen During the AI Process

There are a variety of ways to conduct the Appreciative Inquiry stage of NICE! and the best part, you do not need a consultant or a professional to do it.

We have created a list of ways to 'listen' to the community and we will provide you pro tips for each one.

1. One-on-ones
2. Door-to-Door
3. Focus Groups
4. Community Listening Session
5. Surveys

Each of these options have pros and cons, some are easier than others, some will hear more voices faster than others and some will help you build relationships better than others.

One of the best approaches to developing your questions for any of the options is to identify community assets (revisit asset mapping for ideas) that can contribute to solving problems. Know these assets ahead of time.

### One-On-Ones

A one-on-one is an opportunity to have a conversation with a neighbor to learn about his or her concerns, level of interest and commitment to an issue. Along with discovering their gifts, skills, and talents.

It is important to build relationships with as many people as possible. Begin with individuals that you already know. Be sure to include people who represent all the segments of your community and have diverse experiences and viewpoints. Ask the people during the interview to identify other residents, leaders, or stakeholders that they think should be included. Doing so will help gather support for the current and future projects.

It is important that you ask appreciative questions that allow the person to provide his or her ideas and opinions while looking at things from a positive perspective.

### Tips for Conducting Successful One-On-Ones:

1. Choose a mutual place like a library, coffee shop, or park.
2. Keep the time-limited to 45 minutes to an hour.
3. Make space and time to build trust and a relationship with the individual that will encourage them to get involved.
4. Let the individual express his or her thoughts as you ask questions and clarify their points.
5. Provide background on who you are and why you are conducting one-on-ones.
6. Bring a document with pre-identified open-ended questions. (*i.e.*, *What is working well in our neighborhood? How might we build on that success?*)
7. **Pro Tip:** Bring a tape recorder or a laptop computer to capture notes.

## Door-To-Door

Going door-to-door does not have to feel like you are a vacuum cleaner salesperson. Instead, look at it like a walk to meet new people. One of the benefits of door knocking is engaging residents that may not come to scheduled meetings or events that are going on in your community. It allows them to voice their ideas and visions for the neighborhood. This is a great way to tell them what is happening with your neighborhood association, organization, or just your small-project ideas, and why it may be important for them to get involved. Door-to-door is a great option when you are focused on a small area of the neighborhood, for example, a few streets. It is not ideal for a small town or city.

### Tips for Safely Going Door-To-Door

1. Limit the hours of knocking on doors to late afternoon, between 3:30 and 5:30p.
2. Limit the number of streets you plan to walk.
3. Rehearse your talking points and have your questions ready.
4. Keep your questions to a minimum.
5. Take a partner with you.
6. Take your cell phone.
7. Take a clipboard, paper, and pen.
8. Dress for the weather.
9. Consider letting your local police station know you will be going door-to-door.
10. **Pro Tip:** Wear a smile and watch for dogs. 😊

## Focus Groups

Focus groups are a great way to ask questions that cannot be easily asked or answered on a written survey. A focus group should include 8 to 12 people who represent the neighborhood. Do not be nervous, think of it as a round table of people just discussing the local neighborhood. It does not need to be a formal marketing focus group. Relax and enjoy the conversation.

### Tips for Hosting a Successful Focus Group:

1. Choose a mutual and often free place like a library or community center.
2. Keep the time-limited to 90 minutes.
3. Limit the number of questions to be discussed, ideally 5 questions in 90 minutes.
4. Prepare the questions in advance but allow for flexibility during the discussion.
5. To gather the most valuable responses, ask open-ended questions.
6. Sit among the group, do not stand up in front of them.
7. To hear all voices, this may require asking those that are quieter about what they think about a particular asset or project. (rotating speakers around the table is a great way to capture all voices)
8. Provide background on who you are and why you are conducting the focus group.
9. Prepare a signup sheet for those that are interested in joining your group to tackle a small project. **Remember:** Do not go at this alone so gather a group of the willing to help!
10. Be curious and ask them to describe their answers in further detail or ask them to “paint you a virtual picture” of what a recommended project may look like when it is done.
11. **Pro Tip:** Bring a tape recorder or a laptop computer to capture notes.

## Community Listening Session

A community listening session is a larger gathering with as many as 25 people. The key to community listening sessions is to hear what people have to say about their experiences in the community, NOT to rush the group through the most questions that can be squeezed into the time.

### Tips for Hosting a Successful Community Listening Session:

1. Choose mutual, larger, and possibly free places like a school gym.
2. Keep the time-limited to 120 minutes, and often evening works best.
3. Limit the number of questions to be discussed, ideally 6 questions for a large group.
4. Prepare the questions in advance but allow for flexibility during the discussion.
5. To gather the most valuable responses, ask open-ended questions.
6. To help ensure **more voices are heard**, actively encourage quieter people to share their thoughts.
7. Provide background on who you are and why you are conducting the Community Listening Session.
8. Prepare a signup sheet for those that are interested in joining your group to tackle a small project. **Remember:** Don't go at this alone so gather a group of the willing to help!
9. Be curious and ask follow up questions.
10. **Pro Tip:** Consider tabletop questions for large groups.

## Surveys

Unlike a focus group or a listening session, a survey does not do a good job of explaining why someone answered the way he or she did. Surveys can be used to find out attitudes and reactions, to gauge opinions about various neighborhood issues, and provide quantitative data instead of qualitative data. Surveys can reach a lot more people than a focus group or one-on-one. A survey may be a great option when:

- You need a quick and efficient way of getting information.
- You need to reach a large number of people.

### Tips for Creating an Effective Neighborhood Survey

1. Keep your survey short.
2. Create an online version and a paper version.
3. Use a free survey option like [Google Forms](#).
4. Use a variety of ranking questions, multiple-choice, and open box text.
5. Be creative in distributing the survey, use social media, the distribution lists of others like local churches, etc.
6. Engage hard-to-reach people by taking paper survey versions to the local gathering places like a community center, school, library, or church. (do not forget to go pick them back up)
7. Include a space for individuals to provide contact information for getting directly involved in a project.
8. **Pro Tip:** Place a QR code on the paper survey to make completing the survey simple from a smartphone.

# Finding Residents for Your AI



The whole point of AI is to talk to people in your neighborhood but, how do you get them to talk to you? Well, that will depend on which connection option you choose.

However, we have created a list of ways to attract residents to meet you for a one-on-one, join a focus group, attend a listening session, or complete a survey.

## 10 Ways to Attract Resident Voices:

1. Ask people you know in the neighborhood.
2. Ask the people you know to ask 3 people you do not know from the neighborhood, but they do.
3. Leverage social media platforms like Facebook and Facebook Groups.
4. Leverage your neighborhood app, like [Nextdoor](#).
5. Distribute flyers or information about your chosen way to 'listen' to local faith locations.
6. Write an article for your local newspaper or neighborhood newsletter.
7. Distribute flyers at local businesses like a coffee shop or library.
8. Talk to the local elementary school about distributing it in papers that are sent home with students.
9. Ask local employers to place a flyer in their break room.
10. Connect with organizations that may work in your neighborhood, such as a community garden organization.

## Resources for Conducting an Appreciative Inquiry

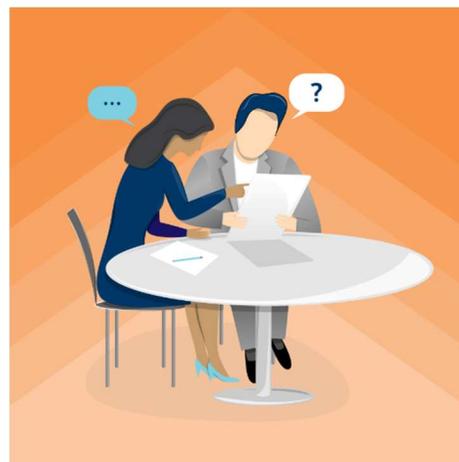
You can access Forward Wayne County's out-of-the-box Appreciative Inquiry material by visiting our website at <http://forwardwaynecounty.org/nice-program/> or by clicking the links below.

### Focus Groups

- [Planning and Timeline](#)
- [Sample Questions](#)

### Community Listening Session

- [Sample Agenda](#)
- [Wall Charts Preparation](#)
- [Planning and Timeline](#)
- [Supply List](#)





## Putting into Practice: Preparing For My Way Of Listening To The Community

Now that you have learned why Appreciative Inquiry is important and a variety of ways to listen to your community, it's time to put your learning into practice.

Write a paragraph explaining who you are and why an individual should participate in your Appreciative Inquiry way of listening. (one-on-one, door-to-door, focus groups, community listening session, survey)

Write down 5 questions you would ask during your chosen way of listening:

Write down the name of 2 people that may want to help you in the Appreciative Inquiry process.