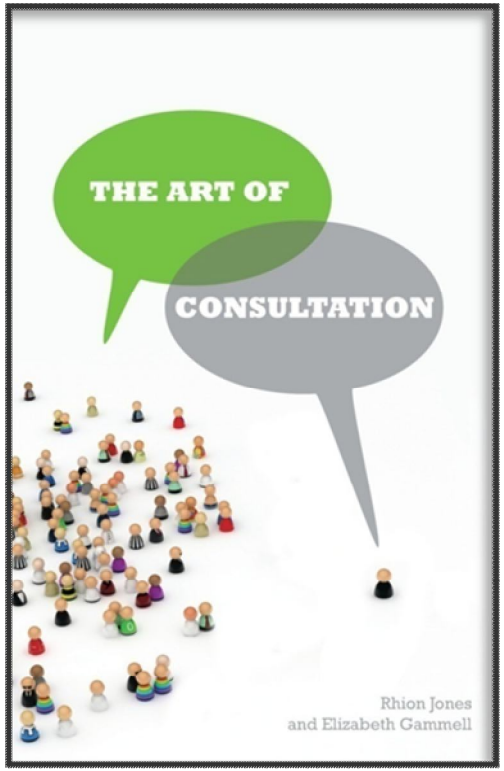
The Art of Consultation

Rhion Jones

biteback



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Who's Who?

Rhion Jones

- 30 years experience of customer service
- Keynote speaker & Seminar leader worldwide
- Founder of The Consultation Institute

Who’s Who?

Elizabeth Gammell

- 22 years experience of Public Affairs
- Stakeholder Management specialist
- Director of Development & Standards at The Consultation Institute

About The Consultation Institute

Centre of Excellence

38 minutes by train from Kings Cross

Introduction

Why we wrote the book?

Simply...because no one else had ...

An Art not a Science

Dissemination of best practice

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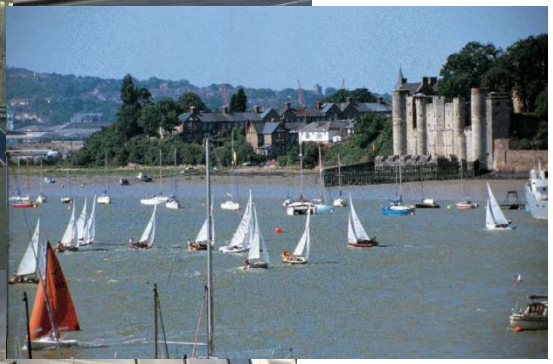
Relevance for culture, tourism & sport

We ALL do consultation !!!



Pick ‘n’ Mix

public

service users

community

stakeholder

citizens

engagement

involvement

participation

consultation

empowerment

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Pick ‘n’ Mix

public participation

service users engagement

community involvement

stakeholder empowerment

citizens consultation

www.artofconsultation.org

What Goes Wrong?

Dishonesty

But nothing changed

Poor targeting

Poor timing

Feeble feedback

What Goes Right?

Better outcomes

Evidence

Everyone

Creative innovation

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Making Consultation Meaningful

right
people

right
questions

right
methods

right
time

right
feedback

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Introducing…the silo mentality!

Each department doing its own thing!

Only one type of service delivery here!

consultation INSTITUTE
making consultation count

CPSP @ LGiU

Key issues

- Higher expectations = need for professionalism in public engagement
- Service change or de-commissioning needs ultra-sensitive dialogues
- Important role for elected members
- Coming soon ????

Conclusions

There will be more … not less

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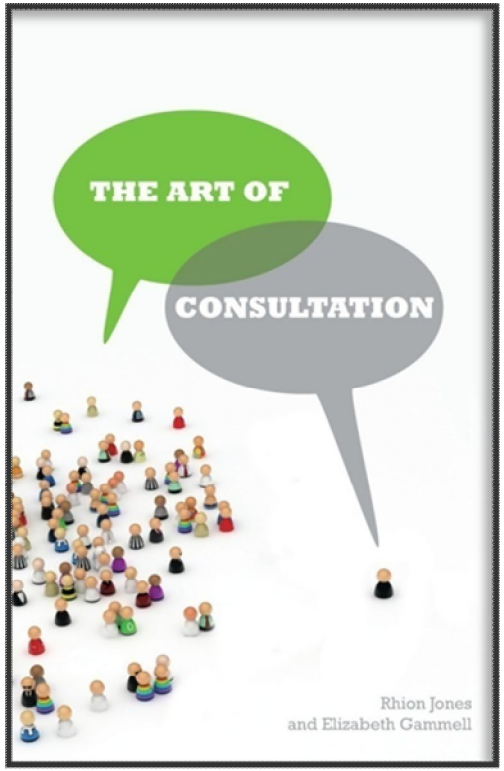

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