# Building Community Involvement
City of Longmont Community Involvement Committee

## Appreciative Inquiry *[Consult Level]*

Appreciative Inquiry is an approach to planning and change that asks, “What’s working well around here and how do we build on it or do more of it?” It’s based on the assumption that within every community or organization, some things work well.

The positive and affirming nature of Appreciative Inquiry was developed to help people realize, and then build on, the basic causes of success rather than focusing on problems. This process, when used in Community Involvement, can be a powerful catalyst for change. It’s non-threatening and empowering and because it focuses on “what works,” it can be incredibly energizing.

Appreciative Inquiry often uses storytelling, sharing and visioning pieces into the process, along with other facilitation techniques. This process is especially useful in helping a group to develop a shared vision as well as improved relationships and ability to work together.

## Appreciative Inquiry Process

### Appreciative Inquiry Principles

These can be modified and customized to each individual situation. The entire A.I. process typically includes:

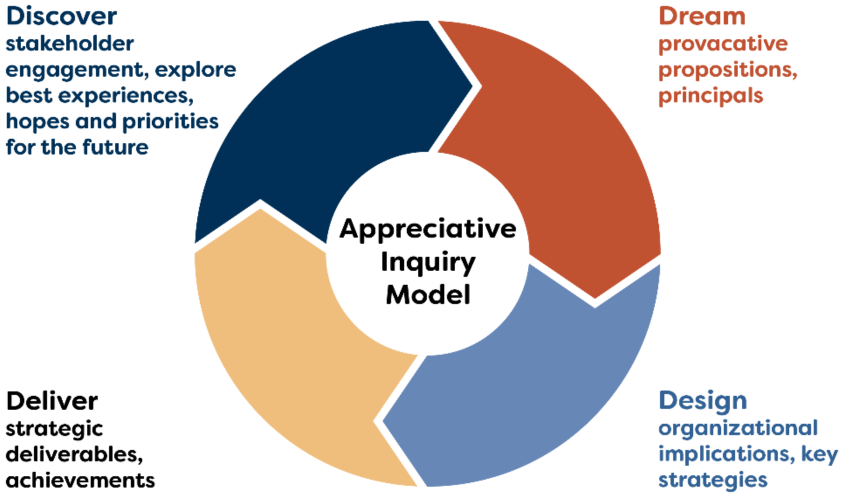
1. Selecting a topic of inquiry (the community, organization or project to be studied)
2. Interviews designed to discover strengths, achievements and successes
3. Identifying patterns, themes and/or intriguing possibilities
4. Creating bold statements of ideal possibilities
5. Building consensus about “what should be” (principles & priorities)
6. Taking/sustaining action

> *Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it’s the only thing that ever has." - Margaret Mead*

### Designing an Effective Appreciative Inquiry Process

- First, conduct one-on-one interviews within the group to **Discover** those factors that give life and vitality to the organization or project. The goal is to identify the most positive, effective, best exceptions, successes or peak moments. Discovery involves looking for patterns or themes that may be associated with these successes or superior performances.

- Second, **Dream** of what might be. After discovering what's working or where successes have occurred, it's time to begin to envision new possibilities. Envisioning involves creating a positive image of ideal possibilities and preferred future. The goal of this step is to look for consensus in these images. This is the point where individual appreciation becomes collective appreciation.
- Third, **Design** a plan for the future by planning and prioritizing processes that would work well.
- The final step is to **Deliver** by beginning a course of action. This step is the implementation of the proposed design.




## Helpful Questions

The A.I. process develops around a group of people brainstorming answers to specific types of questions.

- Best Experience: Tell me a story about the best times that you have had with your organization, community, etc. When did you feel most alive or excited about your involvement and what made it that way? Who else was involved?
- Values: What are the things you value about yourself, your work, and your community/organization?
- Core Factor: What do you think is the core value or factor that allows the community/organization to pull through during difficult times?
- Three Wishes: If you had three wishes for this organization/ community/project, what would they be?

*Adapted from: Watkins, Jane, and Mohr, Bernard. Appreciative Inquiry: Change at the speed of imagination. San Francisco, CA: Jossey-Bass/Pfeiffer, 2001.*

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# Building Community Involvement

**City of Longmont Community Involvement Committee**

## Dealing with Challenging People in Group Settings

There seems to be "one in every crowd," and that's certainly true when you're facilitating a meeting. We've all been to meetings where a few difficult people manage to disrupt or derail the entire process. An effective facilitator must be able to manage an entire group, including the most challenging of individuals. Here are some common personas and some quick and effective strategies in working with them.

Pessimist Paul finds fault with every idea. Paul uses words like "never" and "always" to support his core belief that nothing works and nothing ever will. It's important not to try to dispute Paul's points, but instead try to turn Paul's complaints into a mandate for action. Try asking "Considering that we still have this goal to be reached, what do you suggest?"

Sidebar Sally holds side conversations with the people around her, often distracting the group from the main speaker. First, try to catch her eye. Making direct eye contact with her may be enough to get her to stop. You can also move physically closer to those who are having the side conversation, pause, and look at them with a friendly, nonverbal invitation to be quiet. If neither of those strategies work, try saying, "There seems to be a great deal of interest in this issue. Could we have just one speaker at a time please?" or, "Is there something you'd like to share with the group?"

Off-Topic Olivia brings up points or issues that seem unrelated to the topic at hand. One way to manage this is to create a list (a "parking lot") for items to be discussed at another time. If Olivia brings up topics or questions unrelated to the current discussion, put these in the "parking lot," which may be a flipchart or sheet of paper taped to a wall. Don't end the meeting without discussing or otherwise disposing of these topics. You can also try using statements like, "We've gotten off track. Let's refocus and get back to the topic at hand. We were talking about …."

Rambling Ruth has trouble knowing when to take a breath and let others into the discussion. Ruth can take five minutes to state something that could have been said in a couple sentences. When a Rambling Ruth starts to throw a meeting off track, you may need to interrupt her by summarizing what you've heard and moving on. You can also try something like, "You've brought up a lot of great points that will keep us busy for a long time. Would anyone like to add to these?" and "I'd really like to hear from the rest of the group."

Agitator Andrew is usually unhappy with either the direction the group is going or decisions that are made. He may not have the skills to express himself appropriately, or he may be trying to distract the group. You can use reflective listening by saying, "Let me summarize your concerns to be sure that I heard you right…" and acknowledge his emotion by saying, "I can see that you're pretty upset about this issue." Make sure you stay calm and speak slowly when dealing with Agitator Andrew, and be sure the meeting doesn't get stuck in Andrew's disruption. Move the meeting forward by asking, "What are other people thinking about this issue?"

CEO Charlie is a participant whose position of power in the organization or community may make it difficult for others to feel comfortable. If Charlie isn't aware of his effect on the group, it may be helpful to pull him aside to give him some gentle guidance. Try a reminder such as, "Because of your leadership role in the community/group/organization, I wonder what would happen if you took a bit of a backseat in the process for the next hour?"

Rude Ralph may combine negativity with personal attacks, making him the bully of any group. Sadly, Ralph may not even be self-aware enough to know he's attacking. Try re-framing Ralph's attacks in language that is impersonal but still reflects Ralph's concerns. Avoid taking an adversarial approach with Ralph, but don't hesitate to firmly remind the group that the process will only work within a safe environment. Sometimes a firm, "Let's not go there" is all it takes to curb a Rude Ralph.

## Use Your Best Facilitation Skills:

- Make everyone feel comfortable and valued
- Encourage participation
- Manage conflict
- Listen and observe
- Guide the group

To understand someone's behavior, we must first know what motivates them. People are either motivated by their needs or values. Needs-based motivations include love, growth, security and physical needs. Values-based motivations are the beliefs and principles we have developed over our lifetime. Self-esteem and attitude can also affect a person's outlook. Your challenge is to identify, understand and work with a difficult person effectively. You can't change people, but you can control your own reactions and understand what causes their behavior.

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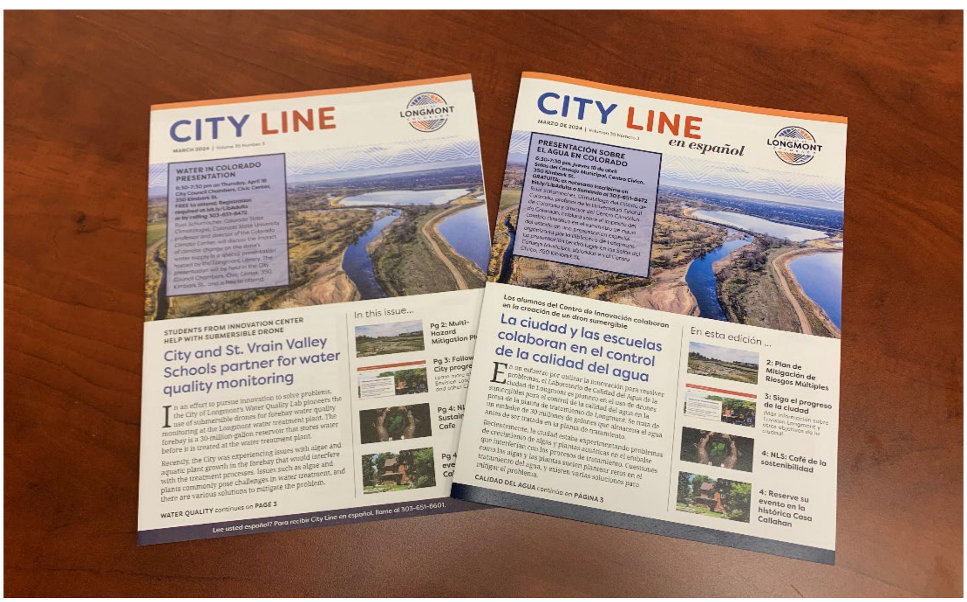
## Disseminating Information to the Public *[Inform Level]*

Disseminating information to the public falls within the "Inform" level of community involvement. Use these techniques to alert the public to upcoming events or projects that may affect them and to provide balanced and objective information to assist in understanding an issue. This level of involvement is appropriate to use when:

- The issue will affect community members, but the impact will likely be temporary and/or minimal.
- There is great interest in knowing what City services/programs/facilities are available to the public: the community wants to know what is available to them and how to take advantage of it.
- Information will promote knowledge and understanding of community needs or activities.
- The public needs to know about rules, laws and/or ordinances that are in place to reflect, sustain, and support community standards.




## Getting the Word Out to the Public: Tips and Tools

The following is a list of types of potential tools to use when involving the community at the inform level:

**Advertisement**
An advertisement should be used to provide accurate information in an easy-to-understand format. They can be placed in a wide range of places including the Daily Times-Call, local magazines, local radio stations, regional radio stations, or television. Be sure to present clear, accurate information.

**Bill Stuffers**
The City of Longmont sends out bills to all customers. For the cost of printing and additional postage, the Utility Billing Division can include a brief informational mailing or survey.

**Community Information Representative**
A community information representative (CIR) is established to provide communication between your department and the community. This is especially effective if a proposed plan/ policy has an impact on a specific and definable geographic community. This is usually a part-time position, lasting for the duration of the project planning and implementation. A CIR can be a member of the community or a staff person designated as the informational "point person" during the process.

**Drop-In Center, Information Open House**
Most often located in the neighborhood or area where a project will occur or impact, a drop-in center is a site where community members can "drop-in" to get information, ask questions, and express their concerns.

**Fliers, Brochures, Door Hangers**
Fliers, brochures, and door hangers are great tools for communicating information about your department or project. Fliers can be posted or distributed, and brochures can be mailed and/or placed in appropriate locations for interested individuals to pick up. Door hangers can be placed at homes or businesses. Always include contact information for people who may have questions or want to get more involved.

**Information Fairs**
Holding a one-day fair can be an effective way to generate interest and present information about your department or project to the public. A fair is typically an event that is highly promoted and provides several different forums and presentations to spark discussion about your agency or project. Be sure to provide opportunities for residents to sign up for further involvement opportunities and/or to be placed on a mailing list for future information.

**Podcasts**
Creating a podcast requires basic computer hardware and some form of podcasting software. A podcast can use a variety of formats (including radio style interviews, etc.) and can be an excellent way to provide up-to-date information to the community.

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## Graphic Recording in Facilitated Meetings *[Consult Level]*

Graphic Recording is a creative way to record key points, questions and ideas generated by a group during a facilitated meeting. This technique creates a sort of map or mural of the discussion using pictures, words, symbols and colors. Graphic recorders can be used to record on flipcharts, to create signs and to inspire meeting participants in their own creative thinking and note-taking.

This technique is particularly useful for anyone who has literacy difficulties, learning difficulties or people for whom English is not their first language. A well-designed graphic recording can encourage people to work more effectively, efficiently and creatively in a group setting. As the graphic recorder works, people feel listened to in a very tangible way. The meeting facilitator is supported by the graphic recorder's work, and the group process is documented — in a way that people will actually enjoy reading! It's important to be sure that typical recording of comments may (and sometimes should) also be done if it's important to have a complete recording of the meeting.

## How Does it Work?

Graphic recording involves the use of a trained artist or recorder who, throughout the meeting, represents the ongoing discussions through using symbols or pictures. This recorder can be a professional graphic recorder or a facilitator with training in graphic recording. Several City staff have already been trained (contact Community & Neighborhood Resources for more information). The pictures, symbols and words are drawn during the discussions for everyone to see, either on a flipchart or wall murals.

Graphic recorders need excellent listening and synthesizing skills. They need to be able to quickly understand and track information (that might be all new to them) and sort through it to determine importance, priority, relevance, etc. They also need to have good visual, graphic art and formatting skills to be able to translate the importance, priority and relevance of what they've heard into graphical notes that others can easily understand.

After the meeting, the graphic recorder can take digital pictures of their work so that it can be uploaded to the web, used in reporting, etc. In this way the discussions can continue, with the graphics sparking more ideas and participation over time. Graphic recordings can also be published in printed materials, giving everyone a stake in the process while helping to foster a sense of community.


*“Graphic Recorders are modern-day cave artists, visionaries, scribes, teachers, learners, illuminators and historians … all keepers of the precious written word and imaginings of voices and hearts.”*

– Leslie Salmon-Zhu, as quoted by Mary Brake in her “Making the Magic Happen” article, Facilitation News, Spring 99

## For More Information

- International Forum on Visual Practitioners: [ifvp.org](ifvp.org)
- Watch a graphic recorder at work: [youtube.com/watch?v=eK0IGfKuRCQ](youtube.com/watch?v=eK0IGfKuRCQ)
- Center for Graphic Facilitation: [http://graphicfacilitation.blogs.com/pages](http://graphicfacilitation.blogs.com/pages)

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## Reaching a Multicultural Audience *[All Levels]*

It is important to the work of our City to reach everyone in our community at all levels of involvement, from simply informing residents of changes in services to involving people in setting the priorities of their local government. Yet we often struggle when trying to reach multicultural audiences, not only in enlisting participants, but even in knowing if important information is getting to those who need it.

## Things to Consider in Your Planning

Community involvement should engage people from diverse cultures and backgrounds. The key is to think organizationally about community outreach and relationship building. This is always a challenge, but by building relationships prior to needing something, it will become easier to reach a variety of people.

Seek out people. Take information and flyers to places where people go, such as stores and coffee shops, rather than expecting them to come to you. Try to find a “connector,” someone who can introduce you to the people and groups you’re trying to reach. Then, don’t just make a phone call; go see them in person. Face-to-face interaction shows your sincere interest in people and respect for the perspectives they can bring to your process. Remember, too, that everyone you speak to along the way is equally important and valuable in helping to spread your message.

When trying to make contacts, cast a wide net. Be creative in approaching groups and resources, and when you make a connection, ask that person for a referral to others. When you ask people for help, be clear about how and why their help is needed, and show that you sincerely value their involvement. And, make it a two-way street. Offer your assistance and contacts for their projects, also.

## Shake Up Your Meetings

People of different cultures often have different expectations of how a meeting should proceed. Some things to keep in mind when hosting a multicultural group include:

- Begin with a personal exchange. Inquire about participants' families or events in their lives. Let everyone get acquainted over coffee or tea before the business begins.
- Don't rely too heavily on an agenda. Sometimes, the more informal a gathering is, the more you will accomplish. If you do get off track from your agenda, go with the flow. You may get results that are just as good, or better, than you had planned.
- Commit to the conversation. The interaction is more important than following a defined format or standard of communication.
- Arrange your group in a circle if possible, not lined up on opposite sides of a table. This creates a more informal, inclusive, and interactive atmosphere.
- Get on the same level as your participants. If you're working with a group of children, sit on the floor with them to lighten the situation.
- If you provide translation, be sure your translator conveys the meaning of what is being discussed, not simply the words. Work with the translator ahead of time so he or she can prepare for the event.
- Provide the conveniences people you've invited to your meeting may need to attend, such as transportation, child care or a meal.
- And, finally, prepare to be uncomfortable. Building trust in different cultural communities is a process that evolves over time. Be pleased with small successes and know that if you are honest and sincerely interested in working with people of diverse cultures, they will respond.

## Resources

- City of Longmont Multicultural Action Committee; longmontcolorado.gov/lmac
- Latino Chamber of Commerce: 720-491-1986, latinochamberco.org
- The OUR Center: 303-772-5529, ourcenter.org
- El Comité: 303-651-6125, elcomitedelongmont.com
- Intercambio de Comunidades: 303-776-7070, intercambio.org
- Salud Clinic: 303-772-5529, saludclinic.org
- La Ley—radio station KJJD, 1170 AM: 303-651-1170
- Local churches, Longmont Buddhist Temple, Chabad Jewish Center
- Local businesses

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# Sticky Walls: Clustering, Postering & Calendaring *[Consult Level]*

A Sticky Wall is a facilitation tool to help capture a group's ideas and information and rearrange them in more effective ways. With a Sticky Wall, the facilitator can reposition items, as well as paper, pictures and symbols to develop and organize ideas and plans.

Also called "All on the Wall," this technique has many variations. It can be used to generate task lists, organize brainstorming ideas, or map process flow. It's a great technique to use with groups of all sizes as a way to facilitate divergent ideas and group them according to themes.

## What is a Sticky Wall?

A Sticky Wall is a large piece of ripstop nylon that you can hang on a preexisting wall. Papers and notecards will stick to the "wall" after spraying the fabric with 3M™ Spray Mount Artist's Adhesive. The Sticky Wall and spray are available to check out from Community and Neighborhood Resources, ext. 8444.

## To Use Sticky Walls:

Spray surface with photo mount prior to meeting, then:

- Tack cards, symbols and charts as needed
- Roll and reuse for the next meeting
- Touch up spray as needed

## Use Sticky Walls to:

- Post information and data
- Cluster ideas into affinity groups
- Document process flows
- Create timelines for projects
- Brainstorm and post ideas

## Resources

For more information and to borrow a Sticky Wall kit, contact Community and Neighborhood Resources at extension 8444.

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## Using a Design Charette *[Involve Level]*

A design charette is typically the first of a series of meetings where idea generation (charette ideas) are condensed into several concept plans and then refined into final designs – all with public review and input. This tool is most useful when the project involves design of new facilities or redesign of existing facilities.

A successful design charette promotes a sense of joint ownership of the final design. It can resolve confrontational attitudes that may arise during the process, as well as giving citizens who participate an opportunity to give early input into the planning process. Participants of a charette also come to understand the complexity of the project and the many and varied issues that must be addressed in the design.

## Design and Implementation Steps of a Successful Design Charette Process

### Phase One: Research, Education and Charette Preparation

During this phase the first public meeting is planned and scheduled. The underlying mission is to ensure that all the right information and all the right people are at the charette. To prepare for the charette:

1. Cut out scale drawings or pictures of common elements typical for the type of facility being planned (each group gets one set). Include blank paper for other ideas!
2. Gather pens, pencils, scissors, tape etc. Each group gets one set of supplies.

3. Determine an appropriate charette location. It should be large enough to allow you to break into groups with tables and chairs – and should have adequate presentation space.
4. Bring an easel and paper to record comments.
5. Assign a charette group leader for each table (staff or consultants).
6. Provide refreshments! The charette is typically a long session so a break for snacks is always welcome.

### Phase Two: The Charette, "The best plans are made by many hands"

*Step One*

Begin with a full group presentation detailing the pros and cons of the site (site constraints and existing conditions) and program overview (including any needs for this facility that will be important to include in the design). Budget information may be provided if appropriate and/or helpful.

*Step Two*

Break into small charette groups – group leaders begin dialogue:

- Conduct introductions and explain participants' association with the proposed facility (neighbor, landowner etc.).
- Determine if there's initial consensus on some elements of the facility (record common ones first).
- Continue group discussion of the design. The goal is to create a sense of group buy-in or general agreement on some design features.
- Each group should illustrate their ideas through words and/or a drawing and pick a presenter. It's important to stress that the drawings don't have to look at all polished or professional!

*Step Three*

Reconvene as a large group and have each charette group present their ideas.

- As the charette groups present, take notes on the main features presented by each group, underlining or highlighting ideas that are brought up by more than one group.
- Discuss the common design themes. Because all stakeholders are present, everyone's perspective is heard and solutions are found by the group. Participants hear lots of ideas and insight is gained. People should feel that their concerns are legitimate and addressed.

## Make It Grow: The Post Charette Process

After the charette, it's important to analyze all designs to find common themes and layouts. A typical next step is to produce 1 to 3 concept plans and present these plans at a second meeting. After discussing these concept plans at meeting #2, the plans can be refined into a Draft Final Plan. This draft can be presented at a third meeting, and then refined one more time into a Final Plan for formal public adoption.

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# Building Community Involvement

**City of Longmont Community Involvement Committee**

## Using a World Café Dialog *[Involve Level]*

A World Café is a conversational process designed to create dialogue, involvement and constructive possibilities for action. The idea is to first give participants some history about the issue, then create a comfortable space, explore questions that matter, encourage everyone to contribute, connect diverse perspectives, and listen for insights and share discoveries.

The process of a World Café is designed to be a metaphor for the kind of casual conversations that can occur in a local café setting. This strategy is based on the premise that it is these sorts of conversations upon which the vitality of organizational and community life depends.

## How Does it Work?

To start, groups of four or five people sit at tables and discuss different questions. There are usually three rounds of conversation that last approximately 20-30 minutes each. All participants are encouraged to write down any key ideas on index cards, or in some cases, their paper tablecloths.

Once the first round of conversation is over, one person remains at the table while the others carry the group's key ideas, themes and questions into new conversations at other tables. Each table "host" welcomes new guests and briefly shares the main ideas, themes and questions from that table's initial conversation, encouraging the new arrivals to contribute ideas from their previous tables.

By the end of the second round, all of the tables will be essentially cross-pollinated with insights from earlier conversations. For the final round of conversation, people can either return to their original tables to share their discoveries, or continue to travel to new tables.

Sometimes a new question that helps to bring the conversation to a deeper level is posed for the third round. After several rounds of conversation, the whole group will have a conversation so that patterns can be identified, collective knowledge can grow, and possibilities for action can emerge.

After the final round of discussions, it's time to hold a conversation between the individual tables and the whole group. Ask the table groups to spend a few minutes considering what has occurred in their Café rounds which has been most meaningful to them. Distill these down to the essence and then have each table share out to the whole group the nuggets which are being discovered at their table.

## World Café Guidelines

- Clarify the purpose
- Create a hospitable space
- Encourage everyone´s contribution
- Connect diverse perspectives
- Listen for insights and share discoveries

## Cafe "Etiquette"

- Focus on what matters
- Speak your mind and heart
- Listen to understand
- Link and connect ideas
- Listen together for insights and deeper questions
- Play, doodle, draw – Have fun!

## Be Sure Your World Café Discussion Questions:

- Are simple and clear
- Are thought provoking
- Focus inquiry
- Reveal people's assumptions
- Open new possibilities
- Invite deeper reflection

## For More Information

- "The World Café: Shaping Our Futures Through Conversations That Matter," by Juanita Brown and David Isaacs with the World Café Community

## Using Dot Voting *[Consult Level]*

Dot Voting, also referred to as “Dot-ocracy” or “Dotmocracy,” is a way of quickly measuring people’s preferences in a group setting. This technique is fun and takes only a few minutes to do. Participants put dots (usually stickers, sometimes with markers) next to a variety of written ideas to show which ones they prefer. The final result is a graph-like visual representation of the group's collective preferences. It is a technique for understanding opinions and facilitating consensus decision making.

Dot Voting is based on the assumption that if you ask enough people the same question, at least one of them will give an answer that the rest will agree with or can at least accept. The Dotmocracy / Dot Voting process allows a group to easily find those answers that everyone likes the most. Furthermore, using separate sheets of paper for each idea means that there is no limit on the number of ideas or participants.

One of the benefits of using Dot Voting is that it is a relatively quick exercise and can usually be completed within 20—30 minutes.

## Dot Voting Steps

1. An issue is presented with questions. The group is given a presentation of important information about the issue to be addressed. For example, fact sheets, opinion papers and summary documents could be published; experts and key stakeholder could make presentations. Post the key questions to be answered by the dotmocracy process where all participants can see, for example in large letters on poster paper or with a projector.

2. Discuss potential solutions. In small groups, participants brainstorm and deliberate potential answers to the posted questions. Collectively and independently participants draft many ideas.
3. Post proposals. Participants clearly print each idea statement on its own sheet. Sheets are either posted on a wall or passed around among participants.
4. Use dots to record opinions. Write comments. Participants read and consider each idea and fill in one dot per a sheet to record their opinion on a scale of "strong agreement," "agreement," "neutral," "disagreement" and "strong disagreement" or "confusion." Participants sign each sheet that they dot and may optionally add brief comments.
   OR... Voters are each given a number of sticky dots or sticky notes, and asked to put one or more dots on statements they most strongly agree with. Leave it to the participants to spread their dots around however they like. (Sometimes they tear dots in half, if they're having trouble deciding.)
   After everyone has finished, rearrange the ideas so that the ideas with the dots are grouped together, ranked from most dots to least. Then you can repeat the process with only the ideas that received the most "votes" ("multi-voting").
5. Formulate a common solution. The dotting process is called to close and the results are published. The most popular ideas should be celebrated. A small group of trusted stakeholders and decision- makers discuss and formulate a final decision or plan that selects, combines, prioritizes and/or finds compromise between popular ideas with minimal disagreement.

Note: Since the whole purpose of dot voting is to get people to make choices, the number of dots that each person gets should be calculated to maximize choice. A rule of thumb is that the average item should get about one vote, so the total number of votes should be roughly the number of items to vote on. For example, if there are 30 items to vote on, 30 dots will be shared among the voters. So, if ten people are voting, everybody gets three dots.

TIP: If different types of stakeholders are voting (such as parents and students) you can give different colored dots to each type of person. This will reveal differences in opinion between the different groups.

## Make it Grow

When you've finished with a Dot Voting process, make sure someone is responsible for recording all the ideas that were generated and the results. You may also consider taking a photo of the entire voting wall just in case you want to review the session later.

## For more information

This article was adapted from information the Dotmocracy website. Learn more at [Dotmocracy.org](Dotmocracy.org).

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# Using OptionPower®, an Interactive Response System for PowerPoint®

## *[Consult Level]*

OptionPower, when used with keypads, allows a facilitator to do real time audience polling during a PowerPoint “Ask the Audience” presentation. With the OptionPower system (available by calling Community & Neighborhood Resources, 303-651-8444), meeting participants can respond to electronic questions, vote on candidates, or prioritize lists of goals or action items. The system uses a combination of wireless handsets and software and can greatly energize meetings and events by creating an experience that enhances participant learning, focus and participation.

The OptionPower system lets you create an immediate feedback loop during presentations and meetings. It allows participants to express their opinions anonymously and is inclusive of every participant. Seeing everyone's results allows each participant to put his/her own position into perspective while minimizing defensiveness. They can also see whether or not others share their feelings and views about a subject.


## What is OptionPower?

OptionPower is basically just a software add-in to PowerPoint. When it’s loaded, PowerPoint’s menus extend to include OptionPower functions. The OptionPower toolbar is added and the Option-Power Objects menu is added to PowerPoint’s drawing toolbar.

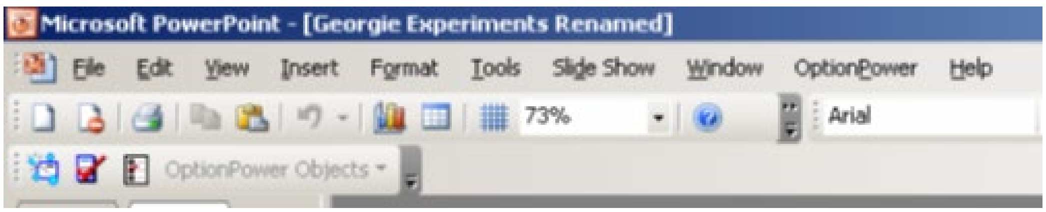
The OptionPower audience response system is made up of three distinct parts:

- The keypad hardware (available from Community & Neighborhood Resources)
- The OptionPower software (preloaded onto a laptop computer which you can also borrow from CNR)
- The OptionPower database (also on the laptop)

Each of these is managed through extensions of the PowerPoint menus and, as a rule, are formatted and controlled with PowerPoint's tools and commands.

## Creating Your Slides in PowerPoint with OptionPower

OptionPower offers four template categories that can easily be used to create slides. These preformatted templates are called AutoFormat, and each AutoFormat category includes several designs and formats called AutoLayouts.




*OptionPower becomes seamlessly integrated into Microsoft PowerPoint menus and functions.*

## Creating a new OptionPower Slide is Easy

1. Click on the OptionPower Menu choice (see above)
2. Select the OptionPower menu from the tool bar.
3. Click New OptionPower Slide from the menu.
4. Select an AutoLayout.
5. Click OK.

## Resources

- To borrow the system and for more information and training on how to use OptionPower for your next meeting, contact Community & Neighborhood Resources at 303-651-8444.

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Remember: A member of the Community Involvement Steering Committee would be happy to coach you through your community involvement planning and process. Ask your executive director for a list of CI Steering Committee members or contact Community & Neighborhood Resources at 303-651-8444.