**CGA MODERATOR GUIDE + SCRIPT**

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| **SCREEN** | **ACTIVITY** | **SUGGESTED TIME** | **SCRIPT PAGE** |
| **LOBBY** | * Introductions
* Roadmap
* Ground Rules
* Personal Stories
* Answer any questions
* Let them know what’s next
 | 20 min. | 2-3 |
| **BASELINE TOP 5****(individual work)** | Participants get familiar with all actions, choose baseline preferences.  | 5 min. | 4 |
| **OPTION 1 EVALUATIONS****(individual work)** | Individuals evaluate actions, then drawbacks, of Option 1. | 5 min. | 5-6 |
| **OPTION 1 DELIBERATION****(group discussion)** | Group discusses Option 1 together. | 20 min. | 7 |
| **OPTION 2 EVALUATIONS****(individual work)** | Individuals evaluate actions, then drawbacks, of Option 2. | 5 min. | 5-6 |
| **OPTION 2 DELIBERATION****(group discussion)** | Group discusses Option 2 together. | 20 min. | 7 |
| **OPTION 3 EVALUATIONS****(individual work)** | Individuals evaluate actions, then drawbacks, of Option 3. | 5 min. | 5-6 |
| **OPTION 3 DELIBERATION****(group discussion)** | Group discusses Option 3 together. | 20 min. | 7 |
| **COMMON GROUND REFLECTION 1** | Group reflects on common ground and their judgment, decides any next steps to take.  | 10 min. | 8 |
| **COMMON GROUND REFLECTION 2** | Group reflects on difference their deliberations made, how and why they may have shifted. Send participants on to post-forum survey. | 10 min. | 9 |

**LOBBY**

**WHILE WAITING FOR JOINERS**Hi all! I’m [YOUR NAME HERE], your moderator. Welcome to our forum!

While we wait for other joiners, feel free to fill out your background info and also your Personal Story at right. If this is your first CGA forum, do watch the “How To Participate” video up top.

You can also download the issue in brief right underneath the DOCUMENTS tab at right.

Does anyone have any questions before we start?

**GET PEOPLE READY TO GET STARTED**

Here’s a basic roadmap for our forum today:

• first, we’ll start talking about how we each connect to this issue

• next, we will pick our initial top 5 actions

• then, we will examine and deliberate on 3 different options for action

• finally, we’ll see where we have common ground and reflect on our deliberation

This will take about 90 minutes once we get into picking our initial top 5. We’ll plan to spend at least 15 minutes on each option.

If it starts to feel like the conversation is too fast for us to all to really read and respond to everyone’s comments, anyone can just type PAUSE in all caps at any time and we’ll all quit typing for a second and review all the comments that have come in.

I may do this myself if I feel like we’re moving too quickly!

**GO OVER GROUND RULES**

Before we start the forum, let me just go over the ground rules:

* Listen and respect other voices. Listening is as important as speaking.
* Everyone is encouraged to participate, but no one or two individuals will dominate.
* We'll consider each approach fairly and weigh the benefits and drawbacks of possible actions.
* Close your other tabs and limit online multitasking during the forum.

Does anyone have any changes they’d like to make to the ground rules? Do we all agree to use these today?

**PERSONAL STAKE**

Let’s all take a couple minutes to review all the Personal Stories. Just click on the little avatars below the chat boxes to read them.

Is everyone ready to talk about our personal stakes?

Before we get going, I’d like us all to say in a sentence or two how this issue affects us or our family or community.

OR
Now that we’ve all had a chance to read each others’ stories, has anyone had a personal experience that’s influenced how they think about this issue?
OR:

I’m seeing a lot of “[insert values, emotions, or themes from personal stories]” in the personal stories… are there any other values or concerns in play with this issue we should keep in mind?

[After participants have shared]

Thank you everyone for sharing your personal backgrounds and connections to this topic. By sharing our stories together, we'll better deliberate.

**LET PEOPLE KNOW WHAT’S NEXT**

Ok, I’m about to move us into the next part of the forum, the Baseline Top 5. Just choose the top 5 actions that appeal most to you personally; this is just to know your baseline preference.

Is everyone ready to move on?

**Click tiny “Play” button at top center
of screen to start the forum**

**BASELINE TOP 5**

**REMEMBER, PARTICIPANTS SEE THESE INSTRUCTIONS IN A POP UP, SO THIS TEXT IS REALLY MAINLY FOR WHISPERING TO INDIVIDUALS IF THEY SEEM STUCK.**

Just click and drag the actions to the right. The top slot is the action you like the very best, the second is your second favorite, and so on.

Don’t forget to hit the “NEXT” button up at top right when you’re finished!

**LET PEOPLE KNOW WHAT’S NEXT**

Next we’ll be looking at just the actions that are part of Option 1: “[FILLIN THE BLANK WITH TITLE OF OPTION 1 HERE]“

Click the little “I” button at the top of the next screen to read the description of the option as a whole, then you will evaluate first the actions in this option, and then the tradeoffs that come with those actions.

**Click “Force Finish” AND/OR “Next” button
at top right to move to next screen**

**OPTION EVALUATION (individual work)**

**PARTICIPANTS AUTOMATICALLY RECEIVE ALL THE INFO BELOW IN A POP-UP AS THEY ENTER THIS SCREEN, BUT IT CAN ALSO BE HELPFUL TO HAVE IT TO PASTE IN CASE ANYONE SEEMS CONFUSED. YOU DON’T HAVE TO AUTOMATICALLY PASTE IT ALL, THOUGH.**

Click the little “I” button at the top to read the description of the option as a whole, and a quick video about it.

**THIS TEXT IS FOR WHISPERING TO INDIVIDUAL PARTICIPANTS WHO SEEM TO BE STUCK OR HAVE QUESTIONS ABOUT THE “EVALUTING ACTIONS” PROCESS.**

Take a look at an action, and if you support it, drag it into the Support area. Do the same for the other categories.

When you’ve evaluated all the actions, click the “NEXT” button at the top right to move on.

**THIS TEXT IS FOR WHISPERING TO INDIVIDUAL PARTICIPANTS WHO SEEM TO BE STUCK OR HAVE QUESTIONS ABOUT THE “EVALUTING ACTIONS” PROCESS.**

Just click the button for whichever you feel about the drawback AS WRITTEN: Can Live With This, Can’t Live With This, or Conflicted.

The drawback you’re evaluating is on the right, the action the drawback is tied to is on the left. You can click different actions on the left and their tradeoffs will show at the right.

If you don’t agree with any of the drawbacks, or don’t think they’re valid, respond to the drawback as written, but make sure to bring up your issue when we start deliberating!

When you’re done, click the “NEXT” button at the top right.

**THIS TEXT IS FOR THOSE WHO FINISH EVALUATING BEFORE OTHERS—YOU CAN PASTE INTO THE GROUP CHAT AND IT WILL COME THROUGH/EVERYONE WILL SEE IT AS THEY FINISH THEIR INDIVIDUAL EVALUATIONS.**

We’ll be ready to start discussing Option 1 soon. In the meantime, you can read personal stories of others.

We’ve got a couple people finished, a couple people still working. We’ll move on in just a couple minutes!

**THIS TEXT IS FOR PEOPLE WHO HAVEN’T FINISHED IF/WHEN YOU NEED TO MOVE ON**

I’m going to go ahead and move the whole group on in about 30 seconds. Don’t worry, you can complete your evaluations underneath the graphic in the next screen too!

**THIS TEXT IS FOR PEOPLE WHO ACCIDENTALLY HIT NEXT OR FORWARD THROUGH THE OPTION EVALUATION AND ASK ABOUT WHAT TO DO.**

Don’t worry! When we move on to the next screen, you can complete the evaluations. Below the “Options Evaluation” results, you’ll see a box called “Your Evaluations,” You can evaluate the actions and drawbacks there.

**Click “Force Finish” AND/OR “Next” button
at top right to move to next screen**

**OPTION DELIBERATION**

**(group discussion)**

So, the graphic in the middle of the screen is an anonymized version of how the group evaluated the actions in this option.

From left to right, the graphic shows our support for each action. Actions where people both supported the action while accepting the drawback are farthest right. Those actions we were conflicted on are in the middle.

The agreement axis runs bottom to top. Actions at the bottom (grayer area) we were more conflicted; actions higher up (in the green, yellow or red) we have more agreement amongst the group.

The green box on the right indicates that as a group, we support those action despite the tradeoff.

We’re going to talk for about 15 minutes on this issue. I’ll give us a warning when we only have 5 min left.

**QUESTIONS TO START DISCUSSION ON EACH OPTION:**

So, what can we say we think is positive about this option?

Looks like there’s strong support for …

Let’s start there. Anyone bothered by the tradeoff?

What about an action where we’re more mixed?

What about the tradeoff for this option as a whole?

Is there anything we NEED to cover before we move on?

**PROMPT TO ENCOURAGE PARTICIPANTS TO MARK IF THEY HAVE CHANGED THEIR MIND DURING DELIBERATION:**

Don’t forget, if anything anyone says makes you change your mind at any point, you can always change your evaluation right below the graphic. Just click on the letter of the action you want to change, and then re-evaluate. The graphic will then update to show the shape the conversation’s going!

**Click “Finish Option [1 2 or 3]” button
at top right to move to next screen**

**COMMON GROUND REFLECTION (1)**

**SCREEN 1 (WHERE DO WE HAVE COMMON GROUND AND CAN WE LIVE WITH IT?)**

So, now we’re looking at our examinations of all three options together. The actions that are in the center are ones that had a high measure of agreement, plus strong support and acceptance of the drawback.

The other actions fall elsewhere in the map depending on how strong or mixed their support and consensus were.

So take a look, remember this is just a starting point for us to talk.

What do we think about the actions in Common Ground? Does this seem to represent our conversation?

What common themes or ideas run through all of the actions in Common Ground?

What voices were missing from this discussion? How would their voice have impacted our deliberation?

**OPTIONAL (IF NOT A LOT OF COMMON GROUND)**

What about some other actions that are fairly close to common ground— fertile ground, you might say.

What’s keeping us from being able to fully support that? The tradeoff? Why?

Take a look at the Support Per Option graphic in the bottom center, which shows us the blend of Options we came up with as a group. What do you think?

**COULD YOU LIVE WITH THIS?**

So, look at the little Satisfaction box next to the Support Per Action graphic. How satisfied would you be we actually implemented the blend of actions in Common Ground? Go ahead and click the dot that represents how you feel.

But let’s also talk about this: if we, as citizens and policymakers, took the actions in common ground, could you live with it? Why or why not?

Tell the truth— how would you feel if we actually took these actions?

**LET PEOPLE KNOW WHAT’S NEXT**

Alright, we have one last thing to look at: we’re going to be able to see the difference our deliberation has made.

**Click “Next” button at top right to move to next screen**

**COMMON GROUND REFLECTION (2)**

**SCREEN 2 (THE DIFFERENCE OUR DELIBERATION MADE)**

In this screen, you can now compare the Common Ground the group found with your initial baseline, there at the bottom left.

In the center list below Common Ground, you can see what the group’s initial top 5 would have resulted in, if we’d just averaged everyone choices, like a poll or survey.

And then the last one is our group’s final top 5, which includes any Common Ground.

**(CAN BE USEFUL TO NOTE SHIFTS BETWEEN GROUP INITIAL TOP 5 AND GROUP FINAL TOP 5)**

What do you all think of how the judgment moved?

Did anything you heard today make you think differently about the issue or any of the approaches?

Has your thinking about other peoples’ views changed?

How has your perspective changed as a result of participating in this forum?

If we were to try to summarize our group's judgment coming out of this deliberation, what would you say?

**IF DOING POST-FORUM SURVEYS**

**GENERIC POST-FORUM PARTICIPANT QUESTIONNAIRE**

Ok, the very last part of our forum is the post-forum questionnaire! The survey allows your views on the issue to be merged with others who have participated in face-to-face and other CGA online forums.  In the past, summary results from these questionnaires have been used in research to better understand public deliberation and in summary reports that are often shared with officeholders, the media, and others in your community.

Please do take the survey – it should only take you 4-5 minutes to complete.

 **Click “End Forum” button at top right**

**ALL AVAILABLE ONLINE QUESTIONNAIRES LISTED HERE:**

<https://www.nifi.org/en/post-forum-questionnaires>