Today you have 30 of the world’s sharpest minds in the field of consultation, what’s your pet topic for a consultation to make use of all this creative energy?

- water charges in NI
- consulting on consultation
- What’s the point of consultation?!? Nobody’s interested anyway.
- Flying of Flags in Armagh city and district
- Are respondents really listened to?
- Do we really need consultations
- cutbacks in children's services
- merger of queens and university of Ulster
- what happens when you answer twice
- introducing a 4 day working week
- or 3 times
- why so few annual leave days
- then you can alter the response rate

**THEME**

- working time – voted 1st
- local govt – voted 3rd
- consultation – voted 2nd
Whose voices should be heard by this consultation?

**WORKING TIME**
- mothers
- staff
- Employers
- employees
- Married women
- Employers
- employees
- employers
- Employees
- workers
- employers
- Employees
- trade union
- trade unions
- employees
- Unions
- managers
- employees
- trade unions
- Trade Unions
- employers
- Employers
- customers
- pensioners
- employees
- Service Users
- employees families
- trade unions
- trade unions
- parents
- trade unions
- Councillors
- Employers
- consumers/customers
- Transport Bodies
- customers
- Managers
- Service Users
- legal people
- planners
- consumers
- Customers
- everybody
- equality officers
- customers
- trade unions
- children
- suppliers
- Health & Safety exec Equality Commission
- Government
teachers
S75 Consultees
government
EU
THEMES
employees
employers
trade unions
statutory bodies
service users
government
family
government: Weighting 0.22
statutory bodies: Weighting 0.67
trade unions: Weighting 0.67
family: Weighting 0.89
service users: Weighting 1.00
employers: Weighting 1.22
employees: Weighting 1.33

How can we get the enthusiastic involvement of these consultees? (1 only per keyboard)
give them a day off
use incentives
groups
offer a reward for responses
Anonymity
All expenses paid 'Away Day'
clarity of options and their implications for all three stakeholders
day off!
Survey
online survey/questionnaire
TAKE TWO

Discuss Forum – see Vote 3

Which of the technologies you have seen today could be applicable to discussion forums?
  Informational web site
  E-mail response address
  Discussion forum on a web site
  E-mail mailing list
  Real-time text chat (chat room, IRC etc., SMS)
  Audio or video conferencing
  On-line questionnaire
  On-line voting
  Group support systems (WebIQ, Zing etc.)
  Blogs (online diaries)
  Wikiwiki web pages (collaborative writing)
  Group report writing systems (e.g. GRASS)
anonimised questionnaire
Focus groups
questionnaire pops up when booting up PC which must be completed before proceeding
on-line questionnaire
short questionnaire issued with payslips
on-line ballot on different time/pay options
Vote 3 – Engagement and impact of discussion forum

Vote 4 – Engagement and impact of payslip questionnaire
What did you think of using this type of technology?

**Pluses**
- easy to use
- keeps everyone involved
- engaging
- quick
- participative
- Quick
- interactive (fun)
- easy to use
- easy to use
- immediacy
- keeps discussion going
- responsive
- Variety of opinions
- open and clear
- simple to use
- easy
- fun, quick feedback
- easy to follow
- results available immediately
- quick
- engaging
- fun
- informative
- target a wide range of people
- results immediate
- interesting
- other responses stimulates yours
- effective
- focussed
- instant results
- fairly fast way of working
- anonymity...
- lots of opinions at one time
- Instant Assists communication , More comfortable for shy people recording, Prioritising, Planning,
Minuses
- rough and ready
- IT literate
- poor graphical displays
- cost
- graphs were hard to interpret
- ICT knowledge - daunting for technophobes
- may be some people who are not computer literate
- too many wires
- cost
- pricey
- sharing keyboards can be limiting
- impersonal
- unsuitable for IT illiterate people
- the best is defeated by the most populist
- more costly than traditional focus groups
- Assumes level of IT literacy
- process owner has manipulative power - mistrust risk
- disadvantage visually impaired people
- dependant upon a facilitator to operate the system - need to do frequently to retain skills
- preparation and lead time requirement
- cost?
- group conflicts can be i can't agree on anything negative my partner and
- Cosmetic, Technology Led, Not Representative, We lost our topic, Didn't feel we were being
- listened to, Limited impact on retaining information. More of a taker than a giver, Limits thought
- processes. It could be rushed Only one keyboard

Interesting
- speed
- ease
- Speed
- focussed
- Analysis of results
- user-friendly
- innovative use of IT
- prioritisation
- fun element for kids
- analysis
- results
- the fact it can be done anonymously
- speed
- speed
- confidentiality button
- Ease of use
- anonymity
- good for group discussions which involve all present
- opinion weight equal
- everyone is involved and engaged
- Situation specific, Needs a big driver, commitment, recognising weaknesses
- interesting to see how different topics were rated