

# Engagement Streams

*A Matrix of Proven Practices.*

Primary Purpose	Name of Engagement Stream	Key Features	Important When...
To encourage people and groups to learn more about themselves, their community, or an issue, and possibly discover innovative solutions	<b>Exploration</b>	Suspending assumptions, creating a space that encourages a different kind of conversation, using ritual and symbolism to encourage openness, emphasis on listening	A group or community seems stuck or muddled and needs to reflect on their circumstance in depth and gain collective insight.
To resolve conflicts, to foster personal healing and growth, and to improve relations among groups	<b>Conflict Transformation</b>	Creating a safe space, hearing from everyone, building trust, sharing personal stories and views	Relationships among participants are poor or not yet established yet need to be. Issue can only be resolved when people change their behavior or attitude, expand their perspective, or take time to reflect and heal.
To influence public decisions and public policy and improve public knowledge	<b>Decision Making</b>	Naming and framing the issue fairly, weighing all options, considering different positions (i.e. deliberation), revealing public values, brainstorming solutions	The issue is within government's (or any single entity's) sphere of influence.
To empower people and groups to solve complicated problems and take responsibility for the solution	<b>Collaborative Action</b>	Using dialogue and deliberation to generate ideas for community action, developing and implementing action plans collaboratively	The issue/dispute requires intervention across multiple public and private entities, and anytime community action is important.

*The Engagement Streams Framework (2005) was developed by Sandy Heierbacher and members of the National Coalition for Dialogue & Deliberation (NCDD). Visit [www.ncdd.org/streams](http://www.ncdd.org/streams) for various downloadable formats of this resource, and see NCDD's website, at [www.ncdd.org](http://www.ncdd.org), for many more resources and tips.*

