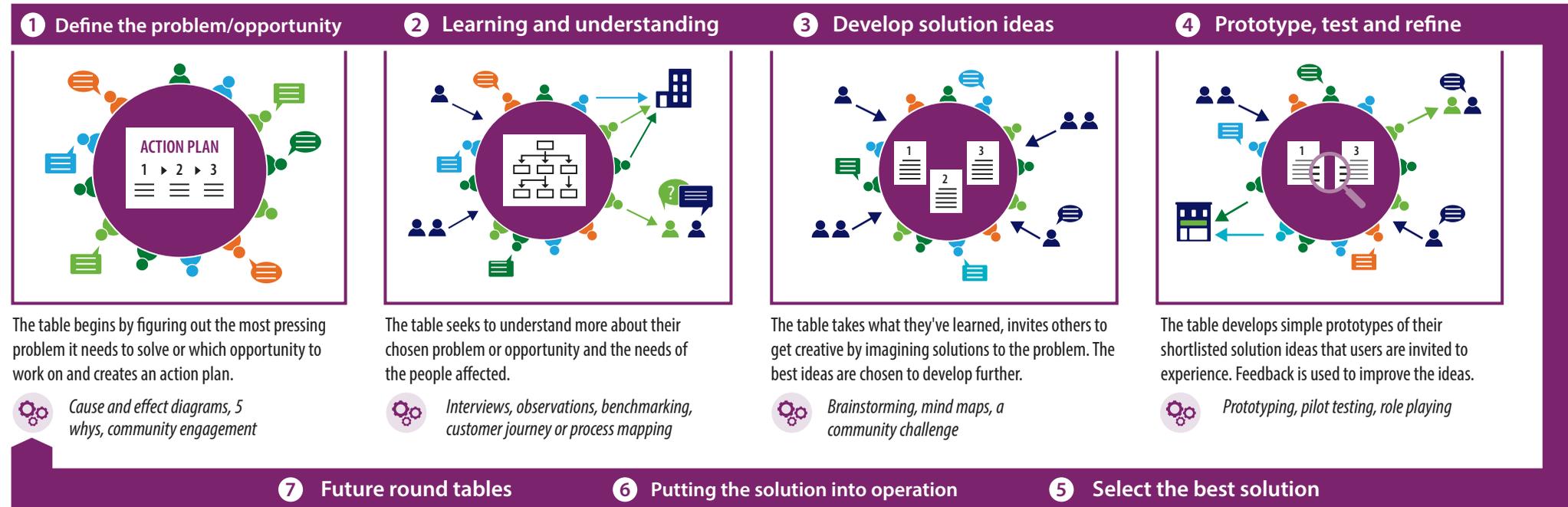# City of Guelph round table: **how it works**

round tables

A solution-based round table is a way of working where the City collaborates with the community to design better services and policy. It's also an opportunity for people to learn new problem solving skills and ways of working. Here's how the round table might work.

the round table process*

Key: ● City staff ● Organizations ● Community ● Experts ● Expertise from beyond the table ⚙ Potential tools

① Define the problem/opportunity

The table begins by figuring out the most pressing problem it needs to solve or which opportunity to work on and creates an action plan.

⚙ *Cause and effect diagrams, 5 whys, community engagement*

② Learning and understanding

The table seeks to understand more about their chosen problem or opportunity and the needs of the people affected.

⚙ *Interviews, observations, benchmarking, customer journey or process mapping*

③ Develop solution ideas

The table takes what they've learned, invites others to get creative by imagining solutions to the problem. The best ideas are chosen to develop further.

⚙ *Brainstorming, mind maps, a community challenge*

④ Prototype, test and refine

The table develops simple prototypes of their shortlisted solution ideas that users are invited to experience. Feedback is used to improve the ideas.

⚙ *Prototyping, pilot testing, role playing*

⑦ Future round tables

New round tables will launch. Past participants will share the skills they've learned with new tables and apply their skills to other areas of their work.

* Each round table is unique and may move through the steps in a different order than the example provided.

⑥ Putting the solution into operation

BETTER SERVICES. BETTER POLICY.

GUELPH

The table works with staff to implement the solution. Adjustments are made using real-time results and feedback.

⚙ *Implementation plan, performance monitoring*

⑤ Select the best solution

SOLUTION

The table works with others to evaluate their shortlist of solution ideas and choose the best one.

⚙ *Feasibility criteria, return on investment, options appraisal*

Our round tables provide opportunities to:

Share knowledge

Learn new skills

Test new ways of working

Engage users for empathy