What the Guelph are they?

So happy you asked

Round tables are a new way to bring employees at all levels and in all departments together to address the issues and opportunities we face every day in our organization and community.

They are a safe place where we will work

with the community to find new, on-the-ground solutions to help us continually improve how we deliver services.

They are flexible spaces where we will try new tools and techniques that help us put the citizen at the centre of our decisions, processes and policies.

They are working right now.

Thanks for your help, support and collaboration.

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CITY OF **Guelph**
Making a Difference

round tables

working together
to deliver exceptional
public service

CITY OF **Guelph**
Making a Difference

How it works

the round table process*

1. Define the problem/opportunity

ACTION PLAN
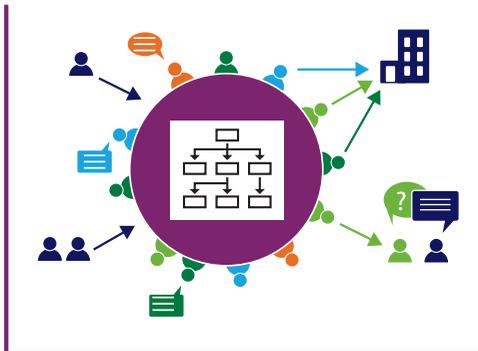1 ▶ 2 ▶ 3

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.

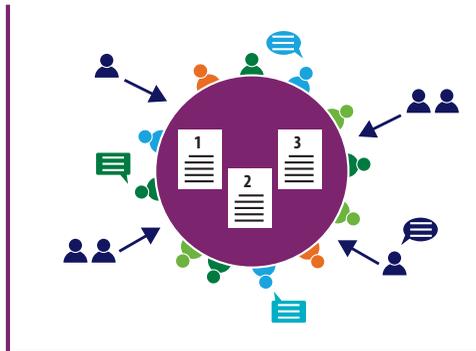*Cause and effect diagrams, 5 whys, community engagement*

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
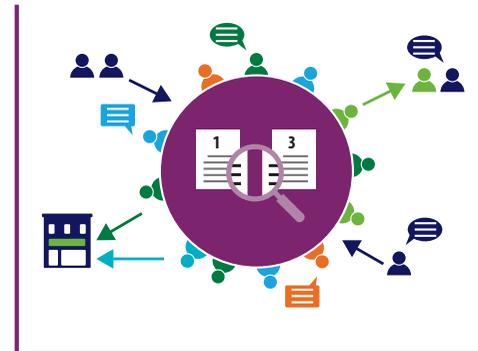
3. Develop solution ideas

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.

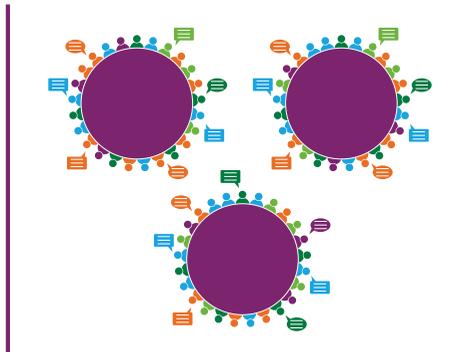*Brainstorming, mind maps, a community challenge*

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.
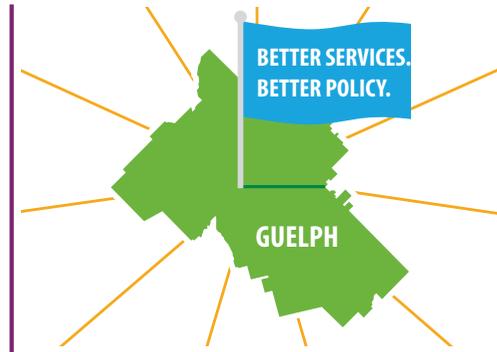
Prototyping, pilot testing, role playing

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.
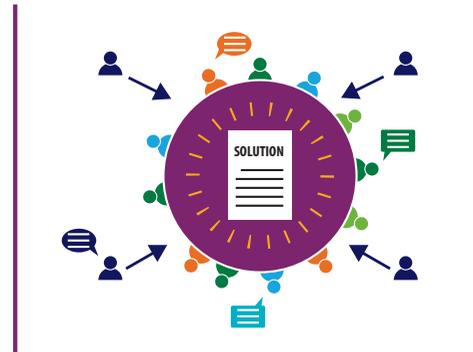
6. Putting the solution into operation

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

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

Our round tables provide opportunities to:

Share knowledge

Learn new skills

Test new ways of working

Engage users for empathy