Factors to ensure the good quality of the process and results at a glance

1. **Diversity of participants:** differences in knowledge, experience and opinions allow different perspectives to flow into the discussion and in turn have a positive impact on it.

2. **Communicating in your own language:** simultaneous interpreting in the small (possibly digital) group rooms enables partici-pants to easily communicate with each other across language barriers and to have in-depth discussions. The process supports structured dialogue as it demands discipline and mutual consideration.

3. **Structure and variety:** Ein klar strukturierter Ablauf gibt allen Beteiligten Orientierung. Er sorgt für gemein-schaftliches und zielgerichtetes Arbeiten und gewähr-leistet, dass am Ende ein gemeinsames Ergebnis erreicht wird. Durch kurze und abwechslungsreiche Beiträge, viel-fältige Methoden zur Interaktion und Aktivierung aller, sowie kleine Pausen wird die Konzentration hochgehalten.

4. **Facilitation and consensus:** professional facilitators ensure that the structure is adhered to, that everyone has an equal say and that the discussions are respectful and fair. In this way, everyone can con-tribute and the discussion is focused on the consensual development of joint proposals.

5. **Expert knowledge and information:** experts accompany the dialogue and support the citizens. Fact-based information from the experts supplements the participants' knowledge and makes the discussions more objective. The experts help to weigh up the pros and cons and ensure that convincing arguments and proposals prevail.

6. **Clear definition of the roles of all participants:** citizens are the key people involved. Other participants essentially act as supporters and help citizens to do their job in the best possible way. Politicians receive the citizens' proposals, discuss them, show the follow-up process and decide on the implementation of these proposals.

TIP

You can find practical resources for process planning and specific advice for planning digital and transnational citizens' dialogues here: https://cor.europa.eu/en/engage/Pages/ CoR-Bertelsmann-Stiftung-project.aspx