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Preparation of the citizens' dialogues and panels



| BertelsmannStiftung

Online Dialogue Schedule and Moderation

Digital Citizens' Dialogue in Border Regions (example with two languages)

How to cope with Covid-19 in border regions?

Approximate time schedule

- Technical team check from 16:00h
- Citizens log in from 17:00h
- Citizens' Dialogue starts at 17:30h
- Citizens' Dialogue ends at approx. 21:30h

Technical requirements for the moderation and administration team

- A stable internet connection is absolutely essential.
- All participants should work at their own laptop or desktop computer. They are strongly advised not to use smartphones or tablets!
- All speakers / moderators are strongly advised to use a headset.
- Please pay attention to lighting conditions and camera orientation. Ideally, the picture should be central and upright.
- When you log in to the video conference, please enter your first and second name and your role (e.g. small group moderator Group 1): *John Sample* | **SGM 1**
- Please close any other programs running in the background.
- Ensure that you are in a quiet place.

Technical requirements for citizens

- Participants should use a desktop computer or laptop. No smartphones or tablets, please.
- Computers / laptops must have a camera and a microphone.
- Use of a headset is strongly advised, but not mandatory.
- Log in via the link and, ideally, via the Zoom program.
- After opening the link, you will be asked to enter the password that was sent to you.
- When you have logged on to the video conference, please enter your **first and second names**.
- Please join the video conference **15 minutes** at the latest before it is due to start.
- Please close any other programs running in the background.
- The default setting for your **microphone** for this conference will be **off**. Please do not activate your microphone until the moderator invites you to speak. When you have finished speaking, please switch your microphone off again.
- The default setting for your **camera** for this conference is **on**.
- **Chat messages** will be sent to the (bilingual) **chat moderators**. No other chat options are available.
- In the event of technical problems that you cannot resolve yourself, please call:
Language 1: telephone number 0123456789
Language 2: telephone number 9876543210.

Number of moderators

- The use of a total of four moderators is planned: one moderator for content, one moderator for technical issues, and two moderators to manage the chat function.
- In addition, one moderator will be required for each small group discussion. These moderators will lead the discussion in the group, record the results, report the results in the plenary session and place the overall results at the event organisers' disposal.

Number of interpreters (using two languages as an example)

- For each Zoom link / working group, one interpreter must be active to guarantee simultaneous translation. The translator will interpret in both directions.
- As a precaution, there will be two back-ups: two additional interpreters may be present in case there is a technical fault and to relieve the other interpreters during the plenary session.
- For around 60 participants and seven small groups, this would mean a total of eight or nine interpreters.

Interaction possibilities in the plenary session

- Interaction will be possible in the form of surveys, chats and verbal contributions.
- The default setting for **microphones** in the plenary session of this conference will be **off**. Please do not activate your microphone until the moderator invites you to speak. When you have finished speaking, please switch your microphone off again.
- Questions can be sent to a chat pool supervised by two representatives, who will then incorporate them in the discussion.

Work in small groups / breakout sessions

- The size of breakout session groups will depend on the total number of participants. The groups should consist of max. ten persons plus one moderator.
- In the case of 60 participants, this would mean **seven small groups with 4x8 and 3x9 citizens (3/3/3 or 3/3/2)** plus one moderator and one interpreter.
- Moderators will accompany the breakout sessions.
- The composition of the breakout sessions will be determined before the event. This will guarantee a good mixture of participants and simplify technical coordination on the evening of the Dialogue.

Duration of the Dialogue

- The Digital Citizens' Dialogue is planned to last for approx. four hours. A number of breaks and other activities will be included as a means to ensure that participants' attention does not flag.

Roles

General Moderation: GM – Ms./Mr. XY: Compere for the evening, moderator for the other roles, co-host

Technical Moderation: TM – Ms./Mr. XY: Moderator for technical content; releases surveys (first round), when TS is occupied; Chat moderator for Language 1; co-host

Chat Moderation Language 2– Ms./Mr. XY: reacts to the impulses for Language 2 in the chat

Technical Support: TS – Sets up the meeting; contact partner for technical settings; composition of small groups; releases surveys (second round); host

Small Group Moderation: SGM – List of names of the small group moderators and their institutions: moderate small groups, report in the plenary session, compile short reports with results

Regional Representatives – List of names: welcome the participants and give information about cross-border cooperation.

Name XY gives an appreciative statement about the results and is qualified to speak regarding how they will be used

Technical Hotline: TH – Available in the background in case the citizens have any technical problems; take part in the call with camera and microphone off, ideally one person for language 1 and one person for language 2

Interpreters: – Translate in the plenary session and small groups

Additional persons

Photographer: Mr./Ms. XY

Journalists:?

Further support by particular persons: give name(s) and mention whether or not they are assigned to a small group.

Mr./Ms. XY (no small group)

Silent observers: staff members of VIPs

Technical default settings

- All microphones are set to “off” – except for persons with an active role
- Citizens are requested to log on with their first and second names
- The session is password protected
- There is a waiting room
- Chat messages can only be sent to one specific person (TM)
- Small groups: group moderators should be present in the breakout session initially
- Plenary session moderators and support staff do **not** take part in a small group!

Number of participants (example with 2 languages)

- 60 Citizens; seven small groups (group size 4x8; 3x9)
- Seven small group moderators
- Four moderators (content; 2x chat; technical)
- Two technical hotlines in case of technical faults
- Four representatives of the Eurodistrict, incl. Ms. Eler
- Nine interpreters (seven for the Small Groups; one for plenary session + one back-up)
- A total of 84 persons will take part

Summary of schedule for interpreters

16:15 – 17:00 Technical check – all interpreters present in the plenary session

17:00 – 17:30 Onboarding – either via multilingual moderators or translated

17:30 – 18:15 – Plenary session

15 min. break with switch to seven Groups,
Interpreters who are not translating in the plenary session should switch to their groups a little earlier
In small group mode, the interpreters are on-screen to start with and then switch their cameras off

18:30 – 19:05 First group phase

10 min. break stay in seven groups

19:15 – 20:05 Second group phase

10 min. break with switch to plenary session

20:15 – 21:30 Plenary session

Language information:

- VIPs: Only Mr. XY will speak “Language 1”
- KMs: Only Ms. XY will speak “Language 2”
- ➔ Interpreters please note: make sure that proper names and geographical names are translated correctly (not literally)!

Phase 1: Plenary session account
Technical check/joining the plenary session and VIPs' input
 16:15h to 18:15h

Time	Program	Method	Content / Moderation	Result	Who
16:15h to 17:00h 45 min.	Technical check for the whole team Prepare admission to the waiting room	Moderated technical check for the team in a plenary session situation	Technical check for the team. Set up names roles John Black KM 1-7 Jane Green Chat moderation etc. The whole team takes part. TM and TS guide through the technical check. TS Allow Citizens access to waiting room.	Team is sure that the technology is in perfect working order. All active persons/sections are marked with their names and roles.	All TM; TS
	Technical Moderation checks functions	Technical check together with General Moderation	Technical Moderation checks all applicable Zoom functions used: <ul style="list-style-type: none"> → Surveys → Breakout groups → Screen sharing → Name changes (KM 1-7) → Activate/mute microphone → ... The whole team takes part. <ul style="list-style-type: none"> → Check translation technology, switch to small group accounts incl. test of interpreter technology! → Point out the significance of sound volume for the interpreters, mention that it is possible increase the volume. TM guides through the technical check.	All applicable Zoom functions used have been tested and are in working order.	All TM; TS

	Team carries out technical checks on its own devices	Contact technical hotline in case of faults	<ul style="list-style-type: none"> • Check headset • Sound • Microphone • View – Gallery or speaker view! • Check lighting conditions and camera orientation. Ideally, the picture should be central and upright. • Enter first & second names and role (Moderation etc.): “John Smith SGM 1”. • Please close any other programs running in the background. • Ensure that you are in quiet surroundings. • Please remain seated once the session has started! 	All technical devices of team members are in perfect working order; picture, sound and light conditions are properly adjusted.	TM; TS and entire team
Continuous	React to technical faults	Technical hotline is staffed	TH responds to queries by telephone	Technical faults have been rectified.	TH
16:59h	Technical instructions for Citizens are shown in Language 1 and Language 2!	Moderation in plenary session	<p>TM: Question – is everything OK?</p> <p>TM:</p> <ul style="list-style-type: none"> • <i>Welcome to the Digital Citizens' Dialogue!</i> • <i>Please switch your camera on! – click on the symbol.</i> • <i>Your microphone is muted when the large group is in progress.</i> • <i>Please select the right language channel!</i> • <i>Make your spoken contributions in the same language.</i> • <i>Point out the significance of sound volume for the interpreters, mention that it is possible to increase the volume.</i> • <i>You cannot see all the participants yet, but that will change once we have started.</i> • <i>If you have not already done so, please enter your full first and second names.</i> • <i>If you have any other questions, please put them to Mr. XY Language 1 or Ms. XY Language 2 via the chat function.</i> <p><i>In case of technical issues, please call Telephone</i></p>	Plenary session is ready for Citizens.	TM

			<p>number 0123456789 for Language 1 or telephone number 9876543210 for Language 2.</p> <ul style="list-style-type: none"> • Views – Gallery or speaker view! • If you click on the arrows on the left and right, you will be able to see everybody. 		
17:00h to 17:30h 30 min.	Participants join the session	Plenary session situation with all participants and the whole team	Onboarding of participants / in an organised fashion – not too many at once / groups of about 5 persons at a time.	All participants are ready for the Citizens' Dialogue.	GM; TM; TH; TS
From 17:00h	Citizens join the meeting				TS
From 17:00h Every 2-3 minutes	Moderators accompany the arrival of the participants with appropriate commentary	<p>Instructions on</p> <ul style="list-style-type: none"> - Camera settings - Sound settings - Entering names - Chat settings - Possibilities for interaction, even without making a verbal contribution in the plenary session 	<p>TM shares screen with instructions.</p> <p>TM makes introductory remarks – every 2-3 minutes <i>"Please switch your camera on. Now choose your language channel. If you have not already done so, please enter your full first and second names. This will make it easier for us to assign you to the small groups. If you can then add your country code after your name (DE/FR/CH), we will be able to see directly which country you are from. That will help the interpreters. Your microphones are muted to keep background noise to a minimum. You will have various opportunities to make a contribution in the course of the evening: to me via the chat function, during the discussions in the small groups, and a variety of surveys."</i></p> <p><i>If you are kicked out of the chat for any reason during the evening, don't worry – just sign in again!</i></p>	Participants have been briefed with regard to default settings and opportunities for interaction.	TM
	React to chat requests	Chat function to chat moderator open	React to requests, cluster questions, advise participants to contact the Hotline in case of technical issues.	Technical issues have been resolved.	TM

	React to reports of technical issues	Technical hotline is staffed	TH: React to participants' enquiries.	Technical issues have been resolved.	TH
17:29h	Start is announced		GM: "Attention, please – we are about to start." TM Ends instructions	Participants know the event is about to start.	TM GM
Start of the Cross-Border Digital Citizens' Dialogue					
17:30h to 17:35h 5 min.	Introduction, welcome and moderated session	Plenary session situation	Introduction and presentation of the team; presentation of the evening's proceedings.	Participants are informed about procedures and know the protagonists / roles.	GM makes introduction RK welcomes
2 min.	Moderated session	Plenary session situation	GM makes introduction - Welcome - Organisational information – if you are kicked out of a call, do not worry – simply dial in again. Moderation note: Please use the following term to describe the region: • <u>Important:</u> Mention special fixed names that may not be translated!		GM
3 min.	Introduction to the evening	Plenary session situation – interaction at the computer	GM: - What is this event about? - Who is here this evening? Introduction of the team, introduction of other persons who are part of the audience in the main group. - If participants wish to make contact, TM passes on phone number via chat. Gauging the mood: <u>First general question: How are you feeling this evening?</u> <i>"We can answer this question easily and without words by</i>	Ice has been broken and initial opinions have been formed.	GM; TM

			<p><i>holding our hands up and letting our fingers do the talking. If you only hold up one finger [holds up index finger], you are only so-so today. If you hold up all your fingers [holds up all fingers], you are in top form. Naturally, you can hold up as many fingers as you want, depending on how you feel."</i></p> <p>Participants hold up their fingers.</p> <p>Photographer records the mood situation.</p> <p><u>Second question: "Is this your first video conference?"</u> → Thumbs up for yes.</p> <p>Photographer takes a picture for the record.</p>		
17:35h to 17:41h 5 min.	Frist survey on personal handling of the coronavirus situation	Zoom survey tool in the plenary session Possible second survey	First feedback by Citizens	Citizens answer first question and GM reacts.	TM; GM
	First survey on the coronavirus	Zoom survey tool	<p>GM: <u>moderates first digital survey.</u></p> <p><i>John Smith TM, please start the survey!</i></p> <p>TM starts survey.</p> <p><i>Right, everybody should be able to see the survey now.</i></p>		GM
	Survey is put on screen	Zoom survey tool	<p>GM moderates introduction <u>using the coronavirus pandemic as an example.</u></p> <p><i>"As an introduction, we'd like to know about your personal perception of the past year, how much the new situation affected you." The pandemic is a major challenge for all of us. What we'd like to hear from you is:</i></p> <p>What has had the biggest impact on you up to now? Two answers are possible.</p>	Survey is started.	TM; GM

			<ul style="list-style-type: none"> • Contact bans and curfew restrictions • Closed borders • Changes at work and existential fears • Fear of infection and health worries • Lack of childcare • I didn't feel restricted <p>Please select your answer(s) and press "Enter".</p> <p>TM moderates the progress of the survey: <i>I see that people have already responded, there could still be a few more votes, so I'll just wait for a moment ... I am closing the survey now and I will share the result with everyone ...</i> <i>You can see the result of the survey here.</i></p> <p>Photographer takes a picture of the survey result.</p>		
	Evaluation of first survey	Results are shared in the plenary session	TM releases results. <i>I'm just releasing the results. You should all be able to see the results now.</i>	First overview of Citizens' opinions.	TM
	Assessment of results	GM reacts to the results and puts them in context	GM: <i>"Thank you very much for your responses! You can see that the situation has had (hardly any/only a slight/a significant) effect on the majority of you as private citizens. What I find very interesting is..."</i>	Results are put in context.	GM
	Survey is closed		TM Results are recorded via screenshot. GM: <i>If you can still see the survey, you can close it yourself by clicking on the "x" or "Close".</i>	Everyone has seen the results.	TM
17:45h to 18:10h	Input from VIPs	Interview format	VIPs are interviewed and give their input for the work in small groups.		GM TM and VIPs
4 min.	Interview VIP		GM: Moderation VIP 1. <u>Example topic:</u> The added value of cross-border Citizens' Dialogues (4 min.). <i>The scenario: a digital dialogue with randomly selected citizens in the border region XY. How did the idea arise,</i>	Note: Pick up on the language that the VIP speaks. Photographer records the VIP's contribution.	GM and VIP

			<p><i>and what result do you expect from this evening's event?</i> If appropriate, ask the additional question: Why is it so important for Citizens from the various sections of the border region to hold joint discussions?</p>		
4 min.			<p>GM: Moderation VIP 2.</p> <p><u>Example topic:</u> Purpose and benefits of the cross-border cooperation of the three border regions. (4 min.).</p> <p>Why have you been advocating cross-border exchanges and cooperation for so many years?</p> <p>If appropriate, ask the additional questions: What elements that connect the regions do you experience in daily life? And what still separates them?</p>	Note: Pick up on the language that VIP 2 speaks.	GM and VIP
Optional	Second survey	Zoom survey tool	<p>GM: Moderates survey. Now we would like to know how strongly you feel you are a part of this border region. How strong is your attachment to the border region?</p> <p>How strong is your attachment to the border region?</p> <ul style="list-style-type: none"> - Very strong - Fairly strong - Not very strong - No attachment <p><i>John Smith TM, could you start the survey, please?</i></p> <p>TM starts survey.</p> <p><i>Right, you should all be able to see the survey now.</i></p> <p>Photographer records the survey.</p>		GM TM
4 min.			<p>GM: Moderation VIP 3.</p> <p><u>Example topic:</u> Special challenges for cross-border cooperation during the coronavirus pandemic (4 min.).</p>	Note: State which language VIP 3 speaks. Photographer records	GM and VIP

			<p><i>How did you personally and the citizens of your community experience the border closures in the time of coronavirus? If appropriate, ask the additional question: During this time, did you experience cohesion and solidarity between the inhabitants, or was there more a sense of isolation?</i></p>	VIP's contribution.	
Optional	Third survey	Zoom survey tool	<p>Survey 3:</p> <p>How strongly were you affected by border closures?</p> <ul style="list-style-type: none"> - Very strongly - Quite strongly - Not very strongly - Not affected <p>Photographer records survey.</p>		GM TM
3 min.		GM moderates VIP 4	<p>GM: Moderation VIP 4.</p> <p><u>Example topic:</u> Trinationnal Citizens' Dialogue to launch the Eurodistrict strategic process – Citizens' impulses on the question "How do we make our region crisis-proof?" (3 min.)</p> <p>Why is your region taking part in this Citizens' Dialogue? What outcome do you hope for?</p> <p>If appropriate, ask additional the question: What is the significance of the Citizens' Dialogue for your region's plans for the future?</p>	<p>Note: State language.</p> <p>Photographer records VIP's contribution.</p>	GM and VIP
18:10h 5 min.	Moderation of small group work	Moderation in the plenary session	<p>GM: Thank you very much for your interesting input!</p> <p>We will now discuss the same topic in small groups.</p> <p><i>Our common goal is to create recommendations on Topic XY for future cross-border cooperation.</i></p> <p>How should the region and cooperation in the region</p>	Participants know the set tasks for the small groups.	GM

			<p>grow and develop?</p> <p>Group 1: Group 2: Group 4: Group 5: Group 6: Group 7:</p> <p>GM: Explain group composition:</p> <p><i>Participants were selected at random, and we have tried to put together groups that are as mixed as possible: the old can speak to the young, the apprentice to the professor, the nurse to the house-husband. This gives everyone a chance to hear a wide variety of experiences and opinions, and will make the discussions even more interesting.</i></p> <p>GM: <i>Please note that you have to leave this Zoom call now and click on the second link that you were sent! In 5 minutes – that is, at 19:40h– the work in small groups will begin!</i></p> <p><i>If you encounter any problems, our hotline is there to help you in two languages!</i></p> <ul style="list-style-type: none"> ➔ <u>Take care with your wording – participants will leave the call directly when asked to do so.</u> ➔ Remind KM to watch the time and ensure that everyone has to dial in to the plenary session call again independently. ➔ Remind everyone that there will be a break straight after the small group phase. ➔ In the small group, you must actively select your native language in order to hear the interpreter! 		
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From 18:15h:

- **15 min. to switch to the respective Zoom account for small group work.**
- **Interpreters and small group moderators join their respective groups 10 min. before the session begins.**

➤ Citizens switch over at 18:15h.

Phase 2: Small group work in independent Zoom accounts
Arrival and discussion in the small groups – incl. breaks
 18:30h to 20:05h

Time	Program	Method	Content / Moderation	Result	Who
18:30h to 19:05h 35 min.	Phase 1 of small group work	small group discussion on Zoom	<p>Citizens discuss their coronavirus experiences.</p> <p>You are a small group moderator and need help? You can call the hotline or write directly to the technician by using the chat!</p> <p>NB: You will not be recalled automatically when the small group work has finished.</p> <p>Please also be sure to adhere to the break times – they are vitally important for the interpreters!</p>	SGM report from the Groups.	GM; SGM; TM; TS
		Arrival of the Citizens, SGMs give technical instructions	<p>Citizens arrive in the small group one by one – SGMs give technical instructions:</p> <ul style="list-style-type: none"> ➔ Active selection of the language is required – you can do this under the globe symbol. ➔ When invited to speak by the moderator, switch your microphone on; switch it off again when you have finished. ➔ Please speak slowly and take your time. Stick to your native language, and leave gaps between your contributions. 	All Citizens are technically prepared and ready for the discussion.	SGM
	Start of Phase 1 of small group work	Moderated exchange in small groups of up to eight/nine persons (eight/nine plus interpreter, + SGM)	<p>SGM: <i>Welcome to your small group!</i></p> <p><i>Our joint goal is to create recommendations for cross-border cooperation against the background of the coronavirus pandemic.</i></p>	Citizens have exchanged ideas and gained their first experience with the breakout groups.	SGMs lead the discussion

			<p><i>In this first phase the main idea is to give you a chance to get to know each other and exchange thoughts on your different experiences.</i></p> <p><i>Please turn your microphone on when it is your turn to speak and mute it when you are not speaking.</i></p> <p><u><i>There are four rules for our discussion:</i></u></p> <ol style="list-style-type: none"> <i>1. Everyone should have a chance to speak. We are interested in your opinion.</i> <i>2. When we are online, it is particularly important not to interrupt the person speaking. We let each other finish what we are saying. Always switch your microphone off when you are not speaking.</i> <i>3. Stick to one language – German or French – and take your time before you start speaking. This will make life easier for the interpreters.</i> <i>4. If you want to make a comment or ask a question, please raise your (physical!) hand.</i> 		
	Introduction and reports of Citizens' experiences	Moderated introduction, Citizens take turns to report on their experiences	<p><i>Everyone gets a turn and everyone has a chance to speak. First introduce yourself briefly (name, perhaps your occupation or where exactly you live) and share your experiences with us!</i></p> <p><i>I will report on the results of our discussion when we all meet up in the plenary session afterwards.</i></p> <p><i>Remember that everyone would like a chance to speak, so please let's all keep an eye on the time.</i></p> <p>What are your day-to-day experiences of coexistence in your region?</p> <p><i>What problems do you have locally?</i></p> <p><i>What was particularly hard for you?</i></p> <p><i>What did you cope with better than expected?</i></p> <p><i>What have you learned?</i></p> <ul style="list-style-type: none"> - Note for moderators: Remember to have a clock or watch in view at your workplace so that you can keep an eye on the time. 	Every participant has spoken at least once.	SGM

			<ul style="list-style-type: none"> - If the participants are not willing to speak straight away: <ul style="list-style-type: none"> - <i>Tell them about your own experiences as a way of breaking the ice.</i> 		
Depending on time	Time for questions and discussion	Time for questions and discussion	<p><i>That was all very interesting! Thank you all for sharing your experiences with us!</i></p> <p><i>If you have any questions or want to add something, just raise your hand. When I see your hand is up, I will ask you to speak.</i></p>	Participants have an opportunity for questions and discussions.	SGM
19:00h 5 min.	Summary of discussion by SGM	Presentation of the results noted down in the small group	<p>Clustered recording of results by SGM: <i>Right, we're getting near the end now. What I will take away from this group is... What I found particularly interesting was... Your experiences show / Your impression is that we have come closer together/drifted further apart.</i></p> <p><i>What's your opinion – is my impression correct? I will present this as the result of our discussion when we switch to the plenary session shortly.</i></p>	Group has agreed on what will be included in the report.	SGM
			<p>5 min. before the end of the session, technical support will send the message "5 minutes left!" to the chat.</p>		TS
19:05h – 10 min. break!					
19:15h to 20:05h 50 min.	Phase 2 small group work	Small group Zoom discussion	<p>Goal: collect and select ideas! Discussion of the set task: <i>What are your wishes for the future (of the region)?</i> Moderator task: <i>What concrete projects and measures do we need to make our cooperation crisis-proof?</i> Creation of one concrete proposal / idea (also abstract) each Clustered recording of results by SGM, e.g.: <i>How was the mood in the group?</i></p>	<p>SGM report from the Groups Citizens put forward suggestions. Suggestions discussed and each breakout group agrees on one (max. two) to put forward as</p>	<p>GM; SGM; TM; TS</p>

			<i>What is our agreed joint proposal?</i>	a proposal.	
	Welcome in the small group	Moderated small group discussion	SGM: <i>Welcome back to our small group! We now have 50 minutes to talk about our topic.</i>	All participants have returned to their small group.	SGM
	Explanation of the topic	Moderated small group discussion	SGM gives a brief introduction to the respective topic: <i>We are in the group (...). In this group phase, our task is to look into the future.</i> <i>Our joint goal is to develop recommendations for cross-border cooperation.</i> How can the border region be made crisis-proof? What ideas do you have for coexistence with your neighbours? <i>What joint projects would you like to see? In which areas should there be closer cooperation between the individual parts of the region?</i> <u>[Keep it short! 2-3 sentences!]</u>	All participants are aware of the topic and the goal of the small group.	SGM
	Discussion of the topic	Moderated small group discussion	SGM: <i>We want to look into the future here. How do we propose to make the border region stronger, how do we want to make it crisis-proof in future?</i> <i>As before, I would first like to make sure that all of you had a chance to have their say and share their ideas, so once again, here is a question for everyone:</i> <i>What is your opinion on this topic? What needs to change? What's your idea?</i> How should the region and cooperation within the region be developed? <i>What joint projects would you like to see? In which areas</i>	All participants have had the opportunity to speak.	SGM

			<p><i>should there be closer cooperation between the individual parts of the region?</i></p> <ul style="list-style-type: none"> - Note for moderators: Remember to have a clock or watch in view at your workplace so that you can keep an eye on the time. - If the participants are not willing to speak straight away: <i>Give them a minute or so to think and make notes.</i> 		
	Time for questions and discussion	Time for questions and discussion	<p><i>That was all very interesting! Thank you all for sharing your experiences with us!</i></p> <p><i>If you have any questions or want to add something, just raise your hand. When I see your hand is up, I will ask you to speak.</i></p>	Participants have time to exchange ideas.	SGM
			<p>5 min. before the end of the session, technical support will send the message "5 minutes left!" to the chat</p>		TS
19:55h	Agreement on one proposal	SGM lead the discussion, record results and report in answer to a specific question/task.	<p>If a particular topic becomes clear:</p> <p><i>Is there a consensus on proposal (xxx)? Is everyone happy with proposal (xxx) as it stands?</i></p> <p>If more than one topic is circulating: <i>I see that we have various proposals, so I'd like to do a quick poll on them: What is most important to you overall and as a group? (Name the proposals and wait for a show of hands/statements.)</i></p> <p>Important! <i>None of these proposals will be forgotten! I have noted them all down and they will be compiled, sent to the municipality/town/local authority and subsequently published.</i></p> <p>NB: <i>Keep the proposal very concise and concrete (e.g. We would like more bilingual signposting in the border region</i></p>	One or two proposals from each small group with a very brief statement of reasons.	SGM

			... <u>Possible suggestion</u> – Concentrate on the following: <i>Is it something that the municipality should stop doing, introduce or continue to do?</i>		
	Announcement of break		SGM: <i>Following our session there will be a short 10-minute break</i> Please note: <i>Now it's time for us to leave this video call again and actively log back into the plenary session account. To do this, please close this Zoom call and click on the link for the plenary session account that was sent to you by mail.</i> → Please switch over directly, then take the break!	Citizens know about the break.	SGM
From 20:05h: <ul style="list-style-type: none"> ➤ Switch back to the plenary session Zoom account, followed by a 10-minute break. ➤ Start plenary session at 20:15h. ➤ Interpreters and moderators are in position and ready to start from 20.00h. 					
Phase 3: Conclusion in the plenary session account VIP input; report from the small groups; reaction to Citizens' proposals 20:15h to 21:30h					
20:04h	Screen sharing		TS shows break slide.	Break begins.	TS
From 20:05h	Return to the plenary session		TS recalls all Citizens to the plenary session automatically. In the plenary session, all participants' microphones are muted.	All Citizens are back in the plenary session.	TS
10-min. break					
20:14h	End of screen sharing		TS removes break slide.	Event continues	TS

20:15h	Report from the breakout groups	Short reports by the SGMs Max. 2 min. each!	SGM s report → Brief summary of the main topics. → Presentation of one proposal. GM moderates and highlights the common ground and differences.	All Citizens are aware of what topics were discussed in the small groups Common ground and differences are highlighted	SGMs report GM summarises and moderates
Optional	Possible question to gauge the mood		GM Question: How do you feel after the break? Hold up your fingers again like we did at the beginning!		
Optional	Welcome back to the plenary session	GM moderates feedback on small groups in the plenary session – thumbs up, to the side or down	GM: <i>“Welcome back! How did you like the work in Small Groups? If you liked it – thumbs up; if you didn’t – thumbs down; if it was neither one nor the other – thumbs to one side!”</i> Photographer records the mood image.	Everyone is back after the break.	GM
	Report from the breakout groups	GM Moderator introduces the various small group moderators one after the other	GM • <i>Mentions the chat function.</i> <i>While the group presentations are going on, you now have the opportunity to contact our Chat Moderator Mr. XY Language 1 and Chat Moderator Ms. XY Language 2 via the chat to ask concrete questions about the respective proposals. We will then include the questions in the discussion.</i> • <i>Introduces KMs one after the other</i> <i>How was the mood in your group? What was particularly touching? And what is your group’s concrete proposal for the future of the border region?</i>	All Citizens are aware of the topics discussed in the small groups. Chat has been explained.	GM

2 min. each	Report from the breakout groups	SGMs report in turn	<p>GM Moderator introduces 4 SGMs by name one after the other.</p> <p>Group 1: <u>State KM's name, mention his/her institution;</u> Group 2: <u>State KM's name, mention his/her institution;</u> Group 3: <u>State KM's name, mention his/her institution;</u> Group 4: <u>State KM's name, mention his/her institution;</u></p> <p>SGM [turns microphone on]: <i>The experience in our group was ...</i> <i>What particularly touched/affected me was...</i> <i>What I/our group found particularly interesting was...</i></p> <p>Please ensure that the summary is as short and concise as possible! There is no need to summarise the entire discussion.</p> <p>Suggested wording: <i>"Our group would like the region either to:</i> - introduce (...) because... - stop (...ing), because... or - continue (to) (...)because..."</p> <p>(Max. 1 proposal!)</p>	All Citizens are aware of the topics discussed in the small groups.	GM SGM TS
3 min.	Questions from the chat for the KMs or RK		<p>TM reports from the chat and clusters questions about the proposals.</p> <p>GM passes them on.</p> <p>SGM and VIPs respond to the questions.</p>	Remarks and questions.	TM; SGM; RK; GM
2 min. each	Report from the breakout groups	SGMs report in turn	<p>GM Moderator introduces 3 SGMs by name.</p> <p>Group 5: <u>State KM's name, mention his/her institution;</u> Group 6: <u>State KM's name, mention his/her institution;</u> Group 7: <u>State KM's name, mention his/her institution;</u></p> <p>SGM [turns microphone on]: <i>The experience in our group</i></p>	All Citizens are aware of what topics were discussed in the small groups.	GM SGM TS

			<p>was ... <i>What particularly touched/affected me was...</i> <i>What I/our group found particularly interesting was...</i></p> <p>Please ensure that the summary is as short and concise as possible! There is no need to summarise the entire discussion.</p>		
3 min.	Questions from the chat for the KMs or RK		<p>TM reports from the chat and clusters questions about the proposals.</p> <p>GM passes them on.</p> <p>SGMs and VIPs respond to the questions.</p>	Remarks and questions.	TM ; SGM RK ; GM
20:45h	Appraisal of results and how they will be handled		<p>GM Moderator introduces VIPs</p> <p>VIPs respond, Citizens can ask questions via chat or by raising their hands.</p> <p>Possible responses by the VIPs:</p> <p><i>We will ensure that the results are...</i> <i>... recorded and published, sent to XY – nothing will be forgotten.</i> <i>... incorporated/integrated in...</i> <i>... posted online – transparency for other Citizens.</i></p> <p>GM ties up loose ends/formulates neat conclusion.</p>	<p>Everyone has a clear picture of how the results will be handled.</p> <p>Photographer records VIP contributions.</p>	GM RK
21:20h	Final survey / evaluation, results will not be published		<p>GM moderates the evaluation process.</p> <p><i>We would be pleased if you could give us some brief feedback on this evening's event. We have prepared <u>two</u> questions.</i></p>	<p>Evaluation of the Dialogue by the Citizens.</p> <p>Photographer records the results of the evaluation.</p>	GM TS

			<p>Question 1: What did you think of the event? [One answer only]</p> <p><i>Very good</i></p> <p><i>Good</i></p> <p><i>So-so</i></p> <p><i>Not so good</i></p> <p><i>Not good at all</i></p> <p>Question 2: What statement(s) express(es) your opinion of the event? [Multiple answers possible]</p> <p><i>It was easy to use the technology.</i></p> <p><i>I had problems with the technology.</i></p> <p><i>I enjoyed the work in the Small Groups.</i></p> <p><i>The content of the discussions was hard to follow.</i></p> <p><i>I would take part in an event like this again.</i></p> <p><i>If you would like to add any other remarks, please write them in the chat! They will not be forgotten, but will also be registered and processed.</i></p> <p>TS posts the survey and shares the results.</p>		
21:25h		GM and RK say good-bye	<p>Give the names of the VIPs, who have the last word – 1 farewell sentence!</p> <p>Example: <i>Thank you very much for your contribution to this experiment! We have collected a lot of good ideas! We will use them to compile a report which we will not only post on our homepage, but also send to you by e-mail. I</i></p>		

			wish you a very pleasant evening – and goodnight.		
			GM: <i>If there is anything else you would like to tell us – what was good, or what was not so good – you are welcome to stay with us. Is there anything else you would like to say or highlight? Feel free to send us a message via the chat! We will keep the session open for a few more minutes.</i>		
21:30h End of the Citizens' Dialogue					
TS <i>Announce the end of the session – show PPT: Session will be closed in 10 minutes!</i>					
<p>TM and TS stay in the call (with camera off) and end it.</p> <p>Optional for participants – anyone who would like to stay on can stay on: 10 min. open end – <i>If you would like to send us a message <u>via the chat</u> – to tell us what was good, or what was not so good – you are welcome to stay with us. Is there anything else you would like to say?</i></p>					