

# **Knowledge Forum on Engaging the Community**

## **February 29, 2008**

**Registration, breakfast, and networking (8AM)**

**Welcome and Introduction (8:30AM)**

### **The Stakeholder Landscape: Context, Trends, and Pressure Points**

Dr. Sandra Waddock (Professor, Boston College) will present her research on emerging trends in the stakeholder context that could affect corporate and government policy. She will also discuss the different pressure points applied on corporations by various stakeholders.

**Networking and coffee break**

### **Conflicts and Crises**

Poor community engagement practices can result in stakeholder conflicts and crises. Through presentations, Q&A, and dialogue, this session will offer participants a chance to examine the causes of conflict, as well as panellists' experiences in resolving those crises.

**Lunch and networking break**

### **Consultation and Communication**

Creating strong channels for two-way communication and dialogue are important elements of community engagement and help avert conflict. This session will examine several frameworks for consultation and communication, as well as describe case studies of effective implementation.

### **Coffee Break and Break-Out Session: Sharing Best Practices**

In this flash-session, participants and speakers will form groups and share best practices in community engagement. These best practices will be shared with all participants at the end of the day.

### **Collaboration**

Developing meaningful collaborations and partnerships with stakeholders often unlocks opportunities for innovation and competitive advantage. Panellists will speak about their experiences in stakeholder partnerships, and some of the reasons why they worked and why they did not.

### **Dialogue Session and Wrap-up: The Future of Community Engagement (4:30-5PM)**

This session will engage all speakers and forum participants in dialogue on many of the issues raised in the previous presentations and Q&As. The dialogue will focus on identifying the challenges in community engagement today and tomorrow. The best practices from the group break-out session will also be shared.

**Draft – February 6, 2007**