ECOSYSTEM ACTIVATION TOOLS

TOOLS TO HELP YOU FIND THE RIGHT SERVICES TO ENGAGE AND ACTIVATE THE CITIZENS AND STAKEHOLDERS IN YOUR LOCAL ECOSYSTEM

ECOSYSTEM CHECK-UP

Define your local ecosystem needs and identify which service or services you can use to start addressing those needs.

ACTIVATION PATHFINDER

Build on what you've already done and find additional, complementary NZC services help engage and activate.

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INTRODUCTION TO THE TOOLS

What are the Ecosystem Activation Tools?

The Ecosystem Activation Tools are a set of resources which can be used to identify where to start when it comes to engaging the citizens and urban stakeholders in your city.

The tools offer an opportunity to diagnose your most pressing citizen and stakeholder engagement needs. It also offers ways to find and pair any approach you are, or plan to take, with additional, complementary citizen and stakeholder engagement services from NetZeroCities. These are services which have been developed by experts in the field of citizen and stakeholder engagement and which can be used on your own with your transition team or with support from an expert facilitator from one of NetZeroCities City Support Groups.

The Ecosystem Activation Tools consists of two self-led services:

- **The Ecosystem Check-Up:** Define your local ecosystem needs and identify which service or services you can use to start addressing those needs with the citizens and urban stakeholders in your city.
- **The Activation Pathfinder:** Build on what you've already done or plan to do by finding additional, complementary NetZeroCities services which can help you engage and activate the citizens and urban stakeholders in your city.

ECOSYSTEM CHECK-UP

OVERVIEW: THE ECOSYSTEM CHECK-UP

What is this tool for?

The Ecosystem Check-Up is a diagnostic tool to help you define your highest priority, local ecosystem needs and identify the NetZeroCities services you can use to address them.

Who is this tool for?

This tool is best used with a team, such as your Transition Team.

Additionally, the tool has been designed so you can use it with a NetZeroCities City Advisor or member of a City Support Group as a facilitator, if it would be helpful to have some support or an outside perspective while conducting the Check-Up.

How is this tool best used?

This check-up depends on your answers.
Reflective and accurate completion of the check-up will improve the precision of results and usefulness of the recommended next steps.

A collaborative approach may help.
Completing this check-up as a team (Transition Team or otherwise) and with partners may improve the accuracy of the results.

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CONDUCTING AN ECOSYSTEM CHECK-UP

Estimated Time Investment: ~**10-15 minutes**

Instructions

The Ecosystem Check-Up consists of three steps.

1. **CONFIRM** any *problem areas* you may be managing with the citizens and urban stakeholders in your city. Think of these as the “symptoms” you might be dealing with.
2. **RESPOND** to a series of *interview* questions, related to the problem areas you’ve selected, which will help assess which needs might be the highest priority when it comes to engaging and activating your local ecosystem. as a group, other possible goals of engagement in your city. These goals, shared by the group, may be written on the blank cards.
3. **NAME** the current phase of the Climate Transition Map you are focused on.
4. **REVIEW** your *results*. Based on a relatively quick series of calculations, you can convert the answers you gave during the interview into a clear hierarchy of needs. And, with these needs prioritised, you can quickly identify which NetZeroCities service or services can support you to effectively engage and activate the citizens and urban stakeholders in your city.

CONDUCTING AN ECOSYSTEM CHECK-UP: CONFIRM ANY PROBLEM AREAS

Please select any and all the issues that apply to your city.

If you select this issue	Proceed to these interviews.
☐ Short-termism	Interviews: #1, #2, #6
☐ Institutional distrust	Interviews: #1, #2, #3, #5, #6
☐ Governance limitations	Interviews: #1, #3, #6, #7
☐ Lack of representation for the most vulnerable	Interviews: #2, #3, #4, #5, #6
☐ Uninterested or resistant citizens and/or stakeholders	Interviews: #2, #5, #6
☐ Disconnected citizens and/or stakeholders	Interviews: #2, #3, #4, #6
☐ Not sure where to begin engaging citizens and stakeholders	Interviews: #1, #2, #3, #4, #5, #6, #7
☐ Lack of shared understanding among citizens and/or stakeholders	Interviews: #2, #4, #6, #7
☐ Navigating complex, multi-stakeholder issues and decisions	Interviews: #1, #2, #3, #4, #5, #6, #7

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CONDUCTING AN ECOSYSTEM CHECK-UP: RESPOND TO THE INTERVIEW QUESTIONS

Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #1

1. Do you need more examples of citizen and stakeholder engagement methods to try?
   Yes / No
2. Are you looking for more information on how a particular engagement method worked in another city?
   Yes / No
3. Are you curious to learn about other engagement approaches, more generally?
   Yes / No

Any “Yes” answer = 1 priority point
Any “No” answer = 0 priority points

Total Priority Points: _____

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Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #2

1. To what degree is there disagreement amongst stakeholders about what the future of our city should be?
   a. Zero disagreement
   b. Some disagreement
   c. A lot of disagreement
   d. Complete disagreement

2. To what extent is there trust between the municipality, stakeholders, and citizens?
   a. Complete trust
   b. A lot of trust
   c. Some trust
   d. Zero trust

3. To what degree is there polarisation amongst your population?
   a. Zero polarisation
   b. Some polarisation
   c. A lot of polarisation
   d. Complete total polarisation

Any “a” answer = 0 priority points
Any “b” answer = 0.25 priority points
Any “c” answer = 0.75 priority points
Any “d” answer = 1 priority point

Total Priority Points: _____

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Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #3

1. Approximately, how much experience designing a citizen and/or stakeholder engagement process do you have?
   a. Expert level experience
   b. A lot of experience
   c. Some experience
   d. Zero Experience

2. To what extent do you have a shared plan with partners for what engaging our citizens and stakeholders should look like?
   a. Have a shared plan for executing citizen and stakeholder engagement
   b. Have a plan with some shared agreement
   c. Have a plan but no shared agreement
   d. Haven't started creating a plan for engagement

3. When considering whether to design an engage process for/with citizens and stakeholders, would you describe yourselves as...
   a. Motivated and prepared
   b. Motivated and unprepared
   c. Unmotivated, but prepared
   d. Unmotivated and unprepared

Any "a" answer = 0 priority points
Any "b" answer = 0.25 priority points
Any "c" answer = 0.75 priority points
Any "d" answer = 1 priority point

Total Priority Points: _____

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Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #4

To what degree have you identified which citizens and stakeholders would be important to work with to achieve climate neutrality?

a. Identified all citizens and stakeholders who are important to work with
b. Identified most of the citizens and stakeholders who are important to work with
c. Identified some of the citizens and stakeholders who are important to work with
d. Identified none of the citizens and stakeholders who are important to work with

To what degree have you analysed how to leverage the different resources and powers that are distributed amongst citizens and stakeholders in our local ecosystem?

a. All leverageable resources have been analysed
b. Most leverageable resources have been analysed
c. Some leverageable resources have been analysed
d. Zero leverageable resources have been analysed

To what degree have you interacted or engaged with citizens and stakeholders who might be able to help us achieve climate neutrality?

a. Interacted or engaged with all the citizens and stakeholders
b. Interacted or engaged with most of the citizens and stakeholders
c. Interacted or engaged with some of the citizens and stakeholders
d. Interacted or engaged with zero of the citizens and stakeholders

Any “a” answer = 0 priority points
Any “b” answer = 0.25 priority points
Any “c” answer = 0.75 priority points
Any “d” answer = 1 priority point

Total Priority Points: _____

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Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #5

1. How much buy-in for climate action do you have from Citizens and stakeholders?
   a. Complete buy-in from citizens and stakeholders
   b. A lot of buy-in from citizens and stakeholders
   c. Some buy-in from citizens and stakeholders
   d. Zero buy-in from citizens and stakeholders

2. To what degree can you reach and mobilise all populations, including harder to reach populations in your city?
   a. Can reach and mobilise all hard to reach hard to populations
   b. Can reach and mobilise most hard to reach populations
   c. Can reach and mobilise some hard to reach populations
   d. Can't reach or mobilise any hard to reach populations

To what extent are there disconnects between influential citizens and stakeholders in your city?
   a. No disconnects between influential citizens and stakeholders
   b. Some disconnects between influential citizens and stakeholders
   c. A lot of disconnects between influential citizens and stakeholders
   d. Total disconnection between influential citizens and stakeholders

Any "a" answer = 0 priority points
Any "b" answer = 0.25 priority points
Any "c" answer = 0.75 priority points
Any "d" answer = 1 priority point

Total Priority Points: _____

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Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #6

1. To what extent are the same actors/voices present in our citizen and stakeholder engagement processes?
   a. Never; we constantly have new people and voices
   b. Rarely
   c. Often
   d. Always; we consistently have the same people and voices involved in our processes

2. To what degree do citizens trust you to involve them in Climate Actions?
   a. They totally trust us
   b. The seem to mostly trust us
   c. They seem to not trust us much
   d. They do not trust us.

3. To what extent have past efforts to bring diverse actors together to collaborate resulted in successful or productive outputs?
   a. Always; All our collaborations amongst diverse participants are successful
   b. Often; Generally, our collaborations amongst diverse participants are successful
   c. Rarely; Generally, our collaborations amongst diverse participants are unsuccessful
   d. Rarely; Generally, our collaborations amongst diverse participants are unsuccessful

Any “a” answer = 0 priority points
Any “b” answer = 0.25 priority points
Any “c” answer = 0.75 priority points
Any “d” answer = 1 priority point

Total Priority Points: _____

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Please complete all interviews that correspond to the problem areas you selected. Select the answers that most closely align with your own.

Do not calculate your priority levels until you have completed all interviews.

Interview #7

1. To what extent are you familiar with the role engaging citizens and stakeholders can play in advancing long-term climate action?
   a. Familiar
   b. Somewhat familiar
   c. Not familiar
2. To what extent are you familiar with how it would help (why it matters) to spend time designing an engage process for/with citizens and stakeholders?
   a. Familiar
   b. Somewhat familiar
   c. Not familiar
3. To what extent are you familiar with how to map citizens and stakeholders in our local ecosystem?
   a. Familiar
   b. Somewhat familiar
   c. Not familiar
4. To what extent are you familiar with how to map citizens and stakeholders in our local ecosystem?
   a. Familiar
   b. Somewhat familiar
   c. Not familiar
5. To what extent are you familiar with the role a shared and co-created vision can play to advance long-term climate action?
   a. Familiar
   b. Somewhat familiar
   c. Not familiar

Any “a” answer = 0 priority points
Any “b” answer = 0.5 priority points
Any “c” answer = 1 priority point

Total Priority Points: _____

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CONDUCTING AN ECOSYSTEM CHECK-UP: CONFIRM YOUR CURRENT FOCUS

Please clarify which phase of the Climate Transition Map you are currently focused on.

- ☐ Building a Strong Mandate
- ☐ Understanding the System
- ☐ Co-Designing a Portfolio
- ☐ Taking Action
- ☐ Learning and Reflecting
- ☐ Making it the New Normal

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REVIEWING YOUR RESULTS

Estimated Time Investment: ~**10-15 minutes**

Calculating your Priorities and Finding Effective Services

Once you've completed all the interviews that correspond to the problem areas you selected, go back and calculate their respective priority levels.

Each interview helps to explore the priority level of a specific need related to citizen and urban stakeholder engagement. These needs are the basis for each of NetZeroCities citizen and urban stakeholder engagement services; each service is meant to resolve one of the needs. As such, by determining whichever need is your highest priority, you can also determine which service you should start using first.

On the following pages, add the priority scores from each of the interviews you conducted. Then, based on whichever score is the highest and phase in the Climate Transition Map you're currently focused on, you can define, precisely, which service to use and how to use it at this phase in your work.

INTERVIEWS

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INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#1	Add your score here.	Need clear examples, specific methods, or general knowledge in order to advance climate agenda.	Knowledge Repository	BUILD A STRONG MANDATE The knowledge repository can provide access to case studies, resources, and methodologies that have been successfully used by other cities to build public support for climate neutrality. This includes examples of effective communication strategies, community engagement tactics, and successful policy implementation approaches. By leveraging this knowledge, you can develop a targeted and effective campaign to educate and engage your community on the importance of climate neutrality and build a strong mandate for action. UNDERSTANDING THE SYSTEM Achieving climate neutrality requires a deep understanding of the complex systems that underpin our economy, society, and environment. A knowledge repository can provide access to resources and case studies that help us better understand the relationships between different systems and how they impact our ability to achieve our goals. This could include resources on systems thinking, stakeholder analysis, and the role of innovation in driving systemic change. CO-DESIGN A PORTFOLIO A portfolio of projects is essential to achieving climate neutrality. A knowledge repository can provide access to case studies and resources that can inform the co-design of these projects. This could include examples of successful projects from other cities, tools for project design and evaluation, and guidance on how to engage with different stakeholders to ensure that projects are effective and sustainable.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#1		Need clear examples, specific methods, or general knowledge in order to advance climate agenda.	Knowledge Repository	TAKING ACTION Once a portfolio of projects has been designed, a knowledge repository can provide access to resources that can support the implementation of these projects. This could include guidance on project management, funding mechanisms, and best practices for engaging with community members and other stakeholders. LEARN AND REFLECT It's important to learn from our successes and failures as we work towards climate neutrality. A knowledge repository can provide access to resources that can support this learning process, including case studies, evaluation tools, and best practices for monitoring and reporting on progress. MAKE IT THE NEW NORMAL A knowledge repository can be a valuable tool for institutionalizing new approaches to achieving climate neutrality. By documenting successful projects, lessons learned, and best practices, you can create a repository of knowledge that can be accessed by future generations of municipal workers. This can help ensure that your new approaches to climate neutrality become the new normal in your city and beyond.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#2	Add your score here.	Need unifying direction and/ or process in order to advance climate agenda.	Activating Ecosystems for Change, Capability Building Module	BUILD A STRONG MANDATE One of the key challenges in achieving climate neutrality is building a strong mandate among citizens and stakeholders. The course's emphasis on co-creation and peer-to-peer collaboration can help you engage with a diverse range of actors, build consensus around shared goals, and establish a sense of ownership over the climate transition. Through the course, you can learn about futuring techniques and how to create a shared vision statement that resonates with the local community. This can help you build support for climate neutrality and establish a sense of urgency around the need for action. UNDERSTANDING THE SYSTEM A key challenge in achieving climate neutrality is understanding the complex systems that need to be transformed. The course's emphasis on civic ecosystem interdependencies and social infrastructure can help you understand the interplay between different actors, institutions, and systems. Through the course, you can learn how to map out the civic environment and identify key leverage points for change. This can help you develop a more nuanced and strategic approach to advancing climate neutrality.

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INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#2		Need unifying direction and/ or process in order to advance climate agenda.	Activating Ecosystems for Change, Capability Building Module	CO-DESIGNING A PORTFOLIO You can co-design a portfolio of projects that can support the achievement of climate neutrality. The course's emphasis on actionable pathways and social innovation can help you identify innovative solutions and design projects that address multiple objectives. Through the course, you can learn how to engage citizens and stakeholders in the design process, and how to evaluate the impact of different projects. This can help you develop a comprehensive and coordinated approach to achieving climate neutrality. TAKING ACTION With a portfolio of projects in hand, the course can help you take actions to implement them. Through the course, you can learn about design Spaces for Encounter, which can help you engage with relevant actors and build partnerships. You can also learn how to mobilize resources and coordinate efforts across different departments and institutions. This can help you ensure that the projects are implemented effectively and efficiently. LEARN AND REFLECT The course can help you learn and reflect on the efforts you've carried out to achieve climate neutrality. Through the course, you can learn how to evaluate the impact of different projects and reflect on lessons learned. You can also learn how to engage citizens and stakeholders in the evaluation process, and how to use feedback to improve future projects. This can help you build a culture of continuous improvement and learning.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#2		Need unifying direction and/ or process in order to advance climate agenda.	Activating Ecosystems for Change, Capability Building Module	MAKE IT THE NEW NORMAL Make your new approaches to climate neutrality the new normal in your city: Finally, the course can help you make your new approaches to climate neutrality the new normal in your city. Through the course, you can learn how to communicate the vision and the portfolio of projects effectively, and how to build support for the new approaches. You can also learn how to embed the new approaches into the city's policies, regulations, and practices. This can help you ensure that the new approaches are sustained and institutionalized over time.
#3	Add your score here.	Need more experience and/or support designing and implementing an engagement process in order to advance climate agenda	Engagement Building Blocks	BUILD A STRONG MANDATE The Engagement Building Blocks can be used to engage with different stakeholders to understand their perspectives, needs, and concerns related to climate neutrality. By using the tool, you can collaboratively identify the goals and context that will best address the challenges and opportunities in your specific context. By involving a diverse range of stakeholders in this process, you can build a strong mandate for climate neutrality and increase support for your initiatives.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#3		Need more experience and/or support designing and implementing an engagement process in order to advance climate agenda	Engagement Building Blocks	UNDERSTANDING THE SYSTEM The tool's first two decks (goals and context) are focused on understanding the system within which you're operating. By exploring the different factors and constraints that affect your ability to advance climate neutrality, you can design more effective engagement processes and initiatives that address the root causes of the problem. By using the Engagement Building Blocks to engage with different stakeholders, you can gain a better understanding of the complex systems that need to be addressed to achieve climate neutrality. CO-DESIGNING A PORTFOLIO The tool's last two decks (design choices and methods) can be used to co-design a portfolio of projects that can support the achievement of climate neutrality. By collaboratively exploring different design choices and methods, you can develop a more comprehensive and effective approach to achieving your goals. By involving a diverse range of stakeholders in this process, you can ensure that the portfolio of projects is more responsive to the needs and aspirations of the community. TAKING ACTION The Engagement Building Blocks, the tool can also be used to plan and implement the portfolio of projects. By involving stakeholders in the implementation process, you can ensure that the projects are more likely to be successful and have a positive impact. By using the tool to monitor and evaluate the implementation of the portfolio of projects, you can identify any issues that arise and take corrective action.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#3		Need more experience and/or support designing and implementing an engagement process in order to advance climate agenda	Engagement Building Blocks	LEARN AND REFLECT The Engagement Building Blocks can also be used to reflect on the efforts that have been carried out to achieve climate neutrality. By using the tool to evaluate the impact of different initiatives and engagement processes, you can learn from your experiences and identify areas for improvement. By involving stakeholders in this reflection process, you can ensure that your efforts are more responsive to the needs and aspirations of the community. MAKE IT THE NEW NORMAL The Engagement Building Blocks can be used to institutionalize new approaches to climate neutrality in your city. By involving stakeholders in the co-design and implementation of these approaches, you can build support for their adoption and create a sense of ownership among the community. By using the tool to monitor and evaluate the impact of these approaches, you can demonstrate their effectiveness and build a case for their continued use. This can help to ensure that your new approaches to climate neutrality become the new normal in your city.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#4	Add your score here.	Need to identify, analyse, and/or engage citizens and stakeholders in order to advance climate agenda.	Civic Environment Mapping Service - Canvases & Guide	BUILD A STRONG MANDATE The Civic Environment Mapping service provides users with ready-to-use mapping canvases (developed by NZC as well as a curated set of open source canvases) along with companion guide on mapping the crucial stakeholders that will need to be engaged in their city's climate transition journey. Specific canvases such as the 'NZC Civic Environment mapping tool', 'Stakeholder Ecosystem Map', among others have been identified specifically for this stage of the Climate Transition Map. UNDERSTANDING THE SYSTEM Using the canvases and companion guide provided through the Civic Environment Mapping service, transition teams can create an in-depth identification, analysis and understanding of their stakeholder ecosystems. Specific canvases such as the 'NZC Civic Environment mapping tool', 'Systems Map', 'Stakeholder Power Matrix' among others have been identified specifically for this stage of the Climate Transition Map. CO-DESIGNING A PORTFOLIO Using the canvases and companion guide provided through the Civic Environment Mapping service, transition teams can identify stakeholders in their local ecosystems that need to be activated for the co-creation of their action portfolio. Specific canvases such as the 'NZC Civic Environment mapping tool', 'Stakeholder Engagement and Dissemination Plan' among others have been identified specifically for this stage of the Climate Transition Map.

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INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#4		Need to identify, analyse, and/or engage citizens and stakeholders in order to advance climate agenda.	Civic Environment Mapping Service - Canvases & Guide	TAKING ACTION Using the canvases and companion guide provided through the Civic Environment Mapping service, transition teams can identify stakeholders in their local ecosystems that need to be mobilised to take action. Specific canvases such as the 'NZC Civic Environment mapping tool', 'RACI Framework' among others have been identified specifically for this stage of the Climate Transition Map. LEARN AND REFLECT Mapping as a process is highly iterative and it is recommended that civic environments are periodically updated. The Civic Environment Mapping service allows for this repetition and revision. The same canvas can be implemented with different groups, at different times and in some cases multiple times, in order to uncover hidden connections, relationships and opportunities for engagement. MAKE IT THE NEW NORMAL Mapping as a process can lead to rich discussions, interactions and uncovering of unseen connections. By adopting mapping as a way of working, transition teams can support common reflection and unlock a new way of working.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#5	Add your score here.	Need to logistically connect (with) trust-proxies and influential community actors in order to advance climate agenda.	NetZero Communities	BUILD A STRONG MANDATE Transition teams can visit the NZCommunities space and directory to find diverse local champions – experts in their own lived experience – to build mandates that resonate across communities. Citizens can be found through the use of filters (by city, by community, by area of expertise). UNDERSTANDING THE SYSTEM Transition teams can search here to find and engage local champions in the transition. This action will also lead to a further recognition of the diversity of communities in the city and emerging needs that could arise for these user segments in the transition. Transition teams are invited to engage them in strategic tables and learn more. CO-DESIGNING A PORTFOLIO Transition teams can reach out to NZCommunity members to engage them in co-creation processes. As leaders of their communities, they hold insight on the specific needs that exist but also on the different approaches and solutions that already exist at the neighborhood level. Some might have already participated in the NZCommunities Capability Building program and will be able to jump right into co-design sessions. TAKING ACTION Transition team members can search the Directory and the shared space to find influencers and advocates for sustainable lifestyles, as well as leaders to engage in specific actions.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#5		Need to logistically connect (with) trust-proxies and influential community actors in order to advance climate agenda.	NetZero Communities	LEARN AND REFLECT Transition teams can engage local champions in learning sessions for feedback on specific actions and to reflect on how to move forward together, better. The session would help teams gain insight on how diverse communities are managing the transition. MAKE IT THE NEW NORMAL NZCommunities is a place for local champions who are already advocates and "pushers" of new solutions and actions to accelerate impact for climate neutrality. Transition teams could build off of and leverage these voices in their actions.
#6	Add your score here.	Need to create, maintain, or rebuild communities and connections in order to advance climate agenda.	Framework for Spaces for Encounter	BUILD A STRONG MANDATE With the collaboration and involvement of stakeholders that believe in combating climate change, the framework for Spaces for Encounter supports the creation of a network of actors that all are working toward climate neutrality. All of the sections of the document provide support to creating a strong mandate.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#6		Need to create, maintain, or rebuild communities and connections in order to advance climate agenda.	Framework for Spaces for Encounter	UNDERSTANDING THE SYSTEM Spaces for Encounter foster collaboration between cities and citizens which can create accountability and responsibility in the work that they do. Spaces for Encounters encourage cities to gather new and unseen knowledge from citizens' experiences, and the collaboration can foster citizens' understanding of what is possible and not possible when it comes to leveraging action in cities. In turn, cities feel empowered and understand better how and why citizens should be included in the city's transition toward climate neutrality. This is further explained in the description section of the document. CO-DESIGNING A PORTFOLIO Spaces for Encounter ensure that all those involved have the ability to be supported to develop outcomes for the portfolio of climate actions. While the city may enact the first step to gathering stakeholders together, the aim is for all of them to contribute to who can have a say, who can be present, who does what, what is being done, how it is monitored and what comes out of the activities. This is further explained in the people, governance and management sections of the document. TAKING ACTION The activities and goals created within the spaces are connected with the climate actions to create tangible actions and ideas which can collectively build into movements for change. The framework describes how the activities could be managed and organised among the actors. The management section of the document further explains this.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#6		Need to create, maintain, or rebuild communities and connections in order to advance climate agenda.	Framework for Spaces for Encounter	LEARN AND REFLECT With monitoring, evaluation and learning, Spaces for Encounter serve as a precedent for future collaboration between different actors. They start a process of dialogue and connection which can organically evolve beyond its origin. Further, the spaces connect with other similar initiatives and share reflections among each other to develop even better Spaces for Encounter. This is further described in the management section of the document. MAKE IT THE NEW NORMAL Spaces for Encounter restructure and make us rethink how decisions are made. By enabling citizens to participate in meaningful ways, the spaces can be used to dissolve established ideas about who is involved in forming and narrating the collective ambitions of a community. The spaces are a forum to discuss the new normal by creating higher expectations and synergy for the community to continue to horizontally collaborate.

INTER-VIEW	PRIORITY SCORE	NEED	SERVICE	CLIMATE TRANSITION MAP ADAPTATIONS
#7	Add your score here.	Need guidance and wayfinding to identify unknown needs in order to advance climate agenda.	Review "*A NZC call to action for a participative transition to carbon neutrality and beyond*" + Facilitated support using Ecosystem Check-Up and Activation Pathfinder	Each of these services is a meta service. They are meant to support your overall approach, and therefore, they can be used in a similar fashion no matter what your current Climate Transition Map focus is. Each of these can help you better assess and effectively utilise the other NetZeroCities services to engage citizens and urban stakeholders in your city. If you are unsure where to start, we recommend starting with these.

ACTIVATION PATHFINDER

OVERVIEW: THE ACTIVATION PATHFINDER

What is this tool for?

The Activation Pathfinder is a tool to help you build on what you've already done, or plan to do, by finding recommendations for how to combine complementary citizen and stakeholder engagement services which can activate your entire city.

Who is this tool for?

This tool can be used by an individual, but is best used with a team, such as your Transition Team.

Additionally, the tool has been designed so you can use it with a NetZeroCities City Advisor or member of a City Support Group as a facilitator, if it would be helpful to have some support or an outside perspective.

How is this tool best used?

This check-up depends on your answers.
Reflective and accurate completion of the check-up will improve the precision of results and usefulness of the recommended next steps.

A collaborative approach may help.
Completing this check-up as a team (Transition Team or otherwise) and with partners may improve the accuracy of the results.

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FINDING ACTIVATION PATHWAYS

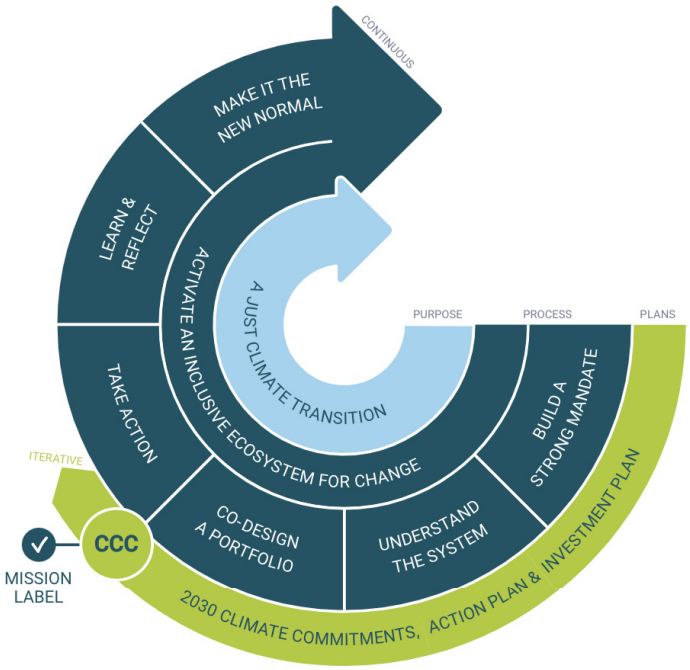
Estimated Time Investment: ~**5 minutes**

Instructions

The Activation Pathfinder consists of two steps.

1. **RESPOND** to three *interview* questions, related (a) where you're currently focused on the Climate Transition Map (CTM), (b) which citizen and stakeholder engagement service or services you're already using or plan to use, and (c) how much accompaniment / facilitation you would like with your use of citizen and stakeholder engagement services.
2. **REVIEW** your *results*. Using the "database" of options we've compiled, you can locate the phase of the Climate Transition Map you are currently focused on, the service/s you are (or will) use, and the complementary service options you can incorporate into your approach. You can then share these results with your City Advisor or a member of a City Support Group to gain your desired level of accompaniment / facilitation.

FINDING ACTIVATION PATHWAYS
RESPOND TO THE INTERVIEW QUESTIONS



Please clarify which phase of the Climate Transition Map you are currently focused on.

- ☐ Building a Strong Mandate
- ☐ Understanding the System
- ☐ Co-Designing a Portfolio
- ☐ Taking Action
- ☐ Learning and Reflecting
- ☐ Making it the New Normal

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FINDING ACTIVATION PATHWAYS
RESPOND TO THE INTERVIEW QUESTIONS

Which of the NZC Citizens and Stakeholder engagement services are you already using or planning to use?

- [ ] Engagement Building Blocks
- [ ] Civic Environment Mapping
- [ ] NetZeroCommunities
- [ ] Spaces for Encounter
- [ ] Activating Ecosystems for Change; Capability Building Module

If you haven't found a service to start with yet, please try using the Ecosystem Check-Up

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FINDING ACTIVATION PATHWAYS
RESPOND TO THE INTERVIEW QUESTIONS

To what extent would you like your use of NZC Citizen and Stakeholder Engagement services to be facilitated with an expert?

☐ **Zero Facilitation**
We would like to use the seervice on our own.

☐ **Service Introduction**
Facilitator introduces how to use the service

☐ **Accompaniment**
Facilitator introduces and answers questions throughout use

☐ **Coaching**
Facilitator introduces and coaches throughout use

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REVIEWING YOUR RESULTS

Estimated Time Investment: ~**10-15 minutes**

Try these Combinations of Services

Once you've completed all the interviews you can proceed to reviewing your results.

Based on the phase of the Climate Transition you are currently focused on, the services you're already using or plan to use, and your desired level of accompaniment, we have compiled a "database" of recommendations to enhance the effectiveness of your current work.

This "database" of recommendations is organised in the following pages according, first, according to the phases of the Climate Transition Map, and, second, according to the specific tools you may be using / planning to use. You can use the shortcuts on the next page (page 38) to go directly to the most relevant recommendations for you.

Links to each recommendation for pairings services

CLIMATE TRANSITION MAP Which phase are you currently focused on?	**SERVICES** **Click** on the service you already using / planning to use?
Build a Strong Mandate	Engagement Building Blocks
	Civic Environment Mapping Service - Canvases & Guide
	NetZeroCommunities
	Framework for Spaces for Encounter
	Activating Ecosystems for Change, Capability Building Module
Understanding the System	Engagement Building Blocks
	Civic Environment Mapping Service - Canvases & Guide
	NetZeroCommunities
	Framework for Spaces for Encounter
	Activating Ecosystems for Change, Capability Building Module
Co-Designing a Portfolio	Engagement Building Blocks
	Civic Environment Mapping Service - Canvases & Guide
	NetZeroCommunities
	Framework for Spaces for Encounter
	Activating Ecosystems for Change, Capability Building Module
Taking Action	Engagement Building Blocks
	Civic Environment Mapping Service - Canvases & Guide
	NetZeroCommunities
	Framework for Spaces for Encounter
	Activating Ecosystems for Change, Capability Building Module
Learn and Reflect	Engagement Building Blocks
	Civic Environment Mapping Service - Canvases & Guide
	NetZeroCommunities
	Framework for Spaces for Encounter
	Activating Ecosystems for Change, Capability Building Module
Make it the New Normal	Engagement Building Blocks
	Civic Environment Mapping Service - Canvases & Guide
	NetZeroCommunities
	Framework for Spaces for Encounter
	Activating Ecosystems for Change, Capability Building Module

REVIEWING YOUR RESULTS

Building a Strong Mandate

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Engagement Building Blocks	Knowledge Repository Resources	The Knowledge Repository can provide resources to build a strong mandate for climate neutrality. For example, it can provide case studies of successful climate neutrality initiatives, best practices in stakeholder engagement, and methodologies for measuring progress towards climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool can be used to support the identification and engagement of key stakeholders in the city. It can help to map out existing networks and relationships and to identify potential allies and champions who can or should be engaged with en route to achieving climate neutrality.
	NetZeroCommunities	NetZeroCommunities offers a platform to connect with citizens and stakeholders who are local climate action leaders. It can also facilitating the building of relationships with harder-to-reach communities and empowering stakeholders to contribute to the achievement of climate-neutral goals.
	Framework for Spaces for Encounter	Completing this process within a Space for Encounter can be a good starting point to encourage collaboration and thinking around engagement.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage citizens and stakeholders toward a strong mandate and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Building a Strong Mandate

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Civic Environment Mapping Service - Canvases & Guide	Knowledge Repository Resources	The Knowledge Repository can provide resources to build a strong mandate for climate neutrality. For example, it can provide case studies of successful climate neutrality initiatives, best practices in stakeholder engagement, and methodologies for measuring progress towards climate neutrality.
	Engagement Building Blocks	The Engagement Building Blocks can be used to facilitate the co-creation of a strong mandate for climate neutrality. It can help stakeholders to identify common goals and values and to develop a shared understanding of the challenges and opportunities associated with climate neutrality.
	NetZeroCommunities	The mapping service can help identify climate influencers who are active in the city. Inviting the right audience to carry out this mapping will be crucial. The directory in the portal space will be a great place to find local champions to engage in mapping processes
	Framework for Spaces for Encounter	Mapping workshop can be implemented at a Space for Encounter. Simultaneously, stakeholders having capacities to create these spaces of Encounter as a resource can be identified by using the service.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage citizens and stakeholders toward a strong mandate and can equip participants with the skills needed to effectively do so.

REVIEWING YOUR RESULTS

Building a Strong Mandate

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
NetZero Communities	Knowledge Repository Resources	The knowledge repository can provide resources to build a strong mandate for climate neutrality. For example, it can provide case studies of successful climate neutrality initiatives, best practices in stakeholder engagement, and methodologies for measuring progress towards climate neutrality.
	Engagement Building Blocks	The Engagement Building Blocks can be used to facilitate co-creation of a strong mandate for climate neutrality amongst trusted and influential citizens and stakeholders. It can help stakeholders to identify common goals and values and to develop a shared understanding of the challenges and opportunities associated with climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool can be used to support the identification and engagement of key stakeholders in the city. It can help to map out existing networks and relationships and to identify potential allies and champions for climate neutrality. The tool could help find local champions to invite to the NetZeroCommunity.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces that enable citizens and stakeholders to come together, build relationships, and collaborate towards a shared vision.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage citizens and stakeholders toward a strong mandate and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Building a Strong Mandate

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Framework for Spaces for Encounter	Knowledge Repository Resources	The knowledge repository can provide resources to build a strong mandate for climate neutrality. For example, it can provide case studies of successful climate neutrality initiatives, best practices in stakeholder engagement, and methodologies for measuring progress towards climate neutrality.
	Engagement Building Blocks	The engagement building blocks can be used in a space for encounter to facilitate the co-creation of a strong mandate for climate neutrality. It can help stakeholders to identify common goals and values and to develop a shared understanding of the challenges and opportunities associated with climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	This tool can help identify and include actors across the ecosystem in the spaces' activities. This tool can support the process of identifying and defining who the stakeholders, goals and actions are that could be part of the Spaces for Encounter.
	NetZeroCommunities	This service would provide local champions and their networks to engage in spaces for encounter. These citizens are already leaders in their communities and some seek to influence others by sharing their own expertise and lifestyles.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage citizens and stakeholders toward a strong mandate and can equip participants with the skills needed to effectively do so.

REVIEWING YOUR RESULTS

Building a Strong Mandate

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Activating Ecosystems for Change, Capability Building Module	Knowledge Repository Resources	The knowledge repository can provide resources to build a strong mandate for climate neutrality. For example, it can provide case studies of successful climate neutrality initiatives, best practices in stakeholder engagement, and methodologies for measuring progress towards climate neutrality.
	Engagement Building Blocks	The engagement building blocks can be used to facilitate the co-creation of a strong mandate for climate neutrality. It can help stakeholders to identify common goals and values and to develop a shared understanding of the challenges and opportunities associated with climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool can be used to support the identification and engagement of key stakeholders in the city. It can help to map out existing networks and relationships and to identify potential allies and champions for climate neutrality. The tool could help find local champions to invite to the Activating Ecosystems for Change Capability Building Module.
	NetZeroCommunities	The service will allow transition teams to have a quick overview of who their local champions are, what areas they work in and on what they can be engaged.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces that enable citizens and stakeholders to come together, build relationships, and collaborate towards a shared vision.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Understanding the System

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Engagement Building Blocks	Knowledge Repository Resources	The knowledge repository can be used to provide background information on the systems being targeted for climate neutrality. It can provide resources for understanding the technological, economic, and social systems that contribute to carbon emissions in cities.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool can be used to support the analysis of the systems being targeted for climate neutrality. It can help stakeholders to understand the social, economic, and technological systems that contribute to carbon emissions and to identify opportunities for intervention.
	NetZeroCommunities	NetZeroCommunities facilitates connections with local citizens and stakeholders who are leading climate action, providing opportunities to engage with their networks and collective capabilities. This tool helps Transition Teams build trust and empower harder-to-reach communities to contribute insights and ideas, informing effective engagement processes for achieving climate-neutrality.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where citizens and stakeholders can come together to map and design mapping processes together.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders to understand your local ecosystem from multiple angles and lived-experiences and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Understanding the System

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Civic Environment Mapping Service - Canvases & Guide	Knowledge Repository Resources	The knowledge repository can be used to provide background information on the systems being targeted for climate neutrality. It can provide resources for understanding the technological, economic, and social systems that contribute to carbon emissions in cities.
	Engagement Building Blocks	The engagement building blocks can be used to support the analysis of the systems being targeted for climate neutrality. It can help design processes for stakeholders to understand the social, economic, and technological systems that contribute to carbon emissions and to identify opportunities for intervention.
	NetZeroCommunities	Beyond mapping citizens for the life experience and subject matter expertise, citizens who participate in the capability building program will also have knowledge of the Cities Mission, NZC, and other competences that are aligned with a cities need throughout the CTM.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where citizens and stakeholders can come together to map together.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders to understand your local ecosystem from multiple angles and lived-experiences and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Understanding the System

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
NetZero Communities	Knowledge Repository Resources	The knowledge repository can be used to provide background information on the systems being targeted for climate neutrality. It can provide resources for understanding the technological, economic, and social systems that contribute to carbon emissions in cities.
	Engagement Building Blocks	The engagement building blocks can be used to support the analysis of the systems being targeted for climate neutrality. It can help design processes that bring together the trusted and influential citizens and stakeholders who can help to understand the social, economic, and technological systems that contribute to carbon emissions and to identify opportunities for intervention.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool can be used to support the analysis of the systems being targeted for climate neutrality. It can help stakeholders to understand the social, economic, and technological systems that contribute to carbon emissions and to identify opportunities for intervention. The tool could help find local champions to invite to the NetZeroCommunity.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where citizens and stakeholders can come together to map together.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders to understand your local ecosystem from multiple angles and lived-experiences and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Understanding the System

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Framework for Spaces for Encounter	Knowledge Repository Resources	The knowledge repository can be used to provide background information on the systems being targeted for climate neutrality. It can provide resources for understanding the technological, economic, and social systems that contribute to carbon emissions in cities.
	Engagement Building Blocks	The engagement building blocks can be used to support the analysis of the systems being targeted for climate neutrality. It can support the initiators of the spaces for encounter in defining their goals and to understand the social, economic, and technological systems that contribute to carbon emissions and to identify opportunities for intervention.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool aids in analyzing systems for climate neutrality, enabling stakeholders to comprehend social, economic, and technological contributors to carbon emissions and identify intervention opportunities. It also facilitates the identification and involvement of ecosystem actors in Spaces for Encounter's activities.
	NetZeroCommunities	The tool identifies citizen-led activities and includes them in the spaces' activities, while the capability building program helps identify engaged citizens with the necessary knowledge and competencies.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders to understand your local ecosystem from multiple angles and lived-experiences and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Understanding the System

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Activating Ecosystems for Change, Capability Building Module	Knowledge Repository Resources	The knowledge repository can be used to provide background information on the systems being targeted for climate neutrality. It can provide resources for understanding the technological, economic, and social systems that contribute to carbon emissions in cities.
	Engagement Building Blocks	The engagement building blocks aid in analyzing systems for climate neutrality, fostering the ability to design multi-stakeholder processes that comprehend social, economic, and technological contributors to carbon emissions, and identify intervention opportunities.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping tool aids stakeholders in analyzing systems for climate neutrality, comprehending social, economic, and technological contributors to carbon emissions, identifying intervention opportunities, and finding local champions for the Capability Building Module in the Activating Ecosystem for Change.
	NetZeroCommunities	Citizens who participate in the capability building program will also have knowledge of the Cities Mission, NZC, and other competences that are aligned with a cities need throughout the Climate Transition.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where citizens and stakeholders can come together to map together.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Co-Design a Portfolio

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Engagement Building Blocks	Knowledge Repository Resources	The knowledge repository can provide a range of methodologies and case studies that have been successful in supporting the design of a portfolio of projects to deploy. For example, it can provide resources on financing mechanisms, stakeholder engagement strategies, and innovation frameworks.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can help visualize the different projects and their potential impacts on different systems and stakeholder groups.
	NetZeroCommunities	NetZeroCommunities offers access to local climate action leaders, providing an opportunity for engagement to share insights and network capabilities towards achieving climate-neutral goals. It helps build trust with hard-to-reach communities and empowers citizens to contribute to the portfolio's effectiveness, whether in engagement process design or implementation.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to co-create and collaborate on project ideas.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders on the co-design of a portfolio of projects that works for everyone and can equip participants with the skills needed to effectively do so.

REVIEWING YOUR RESULTS

Co-Design a Portfolio

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Civic Environment Mapping Service - Canvases & Guide	Knowledge Repository Resources	The knowledge repository can provide a range of methodologies and case studies that have been successful in supporting the design of a portfolio of projects to deploy. For example, it can provide resources on financing mechanisms, stakeholder engagement strategies, and innovation frameworks.
	Engagement Building Blocks	The engagement building blocks aid in co-designing a portfolio of projects that incorporate stakeholder insights from civic environment mapping, identifying key priorities and developing a shared vision for achieving climate neutrality.
	NetZeroCommunities	NetZeroCommunities connects with local climate action leaders, offering opportunities for engagement, sharing insights and network capabilities towards climate-neutral goals, building trust with harder-to-reach communities, and empowering citizens to enhance portfolio effectiveness. These leaders can also participate in mapping exercises, contributing unique perspectives and knowledge about the local ecosystem to complement the Transition Team's efforts.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to co-create and collaborate on project ideas.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders on the co-design of a portfolio of projects that works for everyone and can equip participants with the skills needed to effectively do so.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Co-Design a Portfolio

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
NetZero Communities	Knowledge Repository Resources	The knowledge repository can provide a range of methodologies and case studies that have been successful in supporting the design of a portfolio of projects to deploy. For example, it can provide resources on financing mechanisms, stakeholder engagement strategies, and innovation frameworks.
	Engagement Building Blocks	The engagement building blocks can be used to support the co-design of a portfolio of projects to deploy. It can help design processes for trusted and influential citizens and stakeholders to come together and identify key priorities and to develop a shared vision for how the portfolio of projects can support the achievement of climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can help visualize the different projects and their potential impacts on different systems and stakeholder groups.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to co-create and collaborate on project ideas.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders on the co-design of a portfolio of projects that works for everyone and can equip participants with the skills needed to effectively do so.

REVIEWING YOUR RESULTS

Co-Design a Portfolio

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Framework for Spaces for Encounter	Knowledge Repository Resources	The knowledge repository can provide a range of methodologies and case studies that have been successful in supporting the design of a portfolio of projects to deploy. For example, it can provide resources on financing mechanisms, stakeholder engagement strategies, and innovation frameworks.
	Engagement Building Blocks	This tool can support the actors in the space to collectively and continuously identify and define their goals and the type of engagement they want to be involved in. In this way, supporting the design of a co-creative process for identifying and developing of a portfolio of projects.
	Civic Environment Mapping Service - Canvases & Guide	Together with the actors, this tool can further help identify and include various actors across the ecosystem in the spaces' activities to foster a shared understanding of the environment.
	NetZeroCommunities	This service can be used to approach and contact different citizens to join the creation of Spaces for Encounter, and the citizens' ongoing efforts can be linked to these spaces as well.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage with citizens and stakeholders on the co-design of a portfolio of projects that works for everyone and can equip participants with the skills needed to effectively do so.

REVIEWING YOUR RESULTS

Co-Design a Portfolio

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Activating Ecosystems for Change, Capability Building Module	Knowledge Repository Resources	The knowledge repository can provide a range of methodologies and case studies that have been successful in supporting the design of a portfolio of projects to deploy. For example, it can provide resources on financing mechanisms, stakeholder engagement strategies, and innovation frameworks.
	Engagement Building Blocks	The engagement building blocks can be used to support the co-design of a portfolio of projects to deploy. It can help build familiarity and ability to design processes for citizens and stakeholders to identify key priorities and to develop a shared vision for how the portfolio of projects can support the achievement of climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can help visualize the different projects, the individuals and organisations involved in them, and their potential impacts on different systems and stakeholder groups.
	NetZeroCommunities	Citizens who participate in the capability building program will also have knowledge of the Cities Mission, NZC, and other competences that are aligned with a cities need throughout the Climate Transition.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to co-create and collaborate on project ideas.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Taking Action

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Engagement Building Blocks	Knowledge Repository Resources	The knowledge repository can provide information and tools for implementing the portfolio of projects, such as methodologies for project management and tracking progress towards climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can help track progress, monitor the implementation of different projects, and evaluate the emerging impact and demands amongst different citizens and stakeholders.
	NetZeroCommunities	NetZeroCommunities connects with citizens and stakeholders leading climate action, enabling engagement and sharing of experiences and insights towards climate-neutral goals, building trust with hard-to-reach communities, empowering citizens to contribute feedback and participate in the implementation of engagement and multi-actor approaches for the project portfolio.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to implement and monitor the progress of projects.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module can help participants develop the skills needed to effectively implement and monitor projects.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Taking Action

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Civic Environment Mapping Service - Canvases & Guide	Knowledge Repository Resources	The knowledge repository can provide information and tools for implementing the portfolio of projects, such as methodologies for project management and tracking progress towards climate neutrality.
	Engagement Building Blocks	The engagement building blocks can be used to facilitate stakeholder engagement and participation in the implementation of the portfolio of projects. It can help to design processes that build trust and collaboration among stakeholders and to ensure that the projects are designed and implemented in a way that is inclusive and equitable.
	NetZeroCommunities	NetZeroCommunities connects with local climate action leaders, enabling engagement to share experiences, insights, and network capabilities towards climate-neutral goals. It helps build trust with harder-to-reach communities, empowering citizens and stakeholders to contribute to cross-stakeholder actions addressing system barriers and opportunities.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to implement and monitor the progress of projects.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module can help participants develop the skills needed to effectively implement and monitor projects.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Taking Action

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
NetZero Communities	Knowledge Repository Resources	The knowledge repository can provide information and tools for implementing the portfolio of projects, such as methodologies for project management and tracking progress towards climate neutrality.
	Engagement Building Blocks	The engagement building blocks can be used to facilitate stakeholder engagement and participation in the implementation of the portfolio of projects. It can help to design processes that build trust and collaboration among stakeholders and to ensure that the projects are designed and implemented in a way that is inclusive and equitable.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can help track progress, monitor the implementation of different projects, and evaluate the emerging impact and demands amongst different citizens and stakeholders.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to implement and monitor the progress of projects.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module can help participants develop the skills needed to effectively implement and monitor projects.

REVIEWING YOUR RESULTS

Taking Action

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Framework for Spaces for Encounter	Knowledge Repository Resources	The knowledge repository can provide information and tools for implementing the portfolio of projects, such as methodologies for project management and tracking progress towards climate neutrality.
	Engagement Building Blocks	The engagement building blocks can be used to facilitate stakeholder engagement and participation in the implementation of the portfolio of projects. It can help to design processes that build trust and collaboration among stakeholders and to ensure that the projects are designed and implemented in a way that is inclusive and equitable.
	Civic Environment Mapping Service - Canvases & Guide	Together with the actors, this tool can further help identify and include various actors across the ecosystem in the spaces' activities to foster a shared understanding of the environment.
	NetZeroCommunities	This service can help identify, reach, and recognise the needs and existing activities of citizens within a city, and with them, connect with other individuals.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module can help participants develop the skills needed to effectively implement and monitor projects.

REVIEWING YOUR RESULTS

Taking Action

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Activating Ecosystems for Change, Capability Building Module	Knowledge Repository Resources	The knowledge repository can provide information and tools for implementing the portfolio of projects, such as methodologies for project management and tracking progress towards climate neutrality.
	Engagement Building Blocks	The engagement building blocks can be used to facilitate stakeholder engagement and participation in the implementation of the portfolio of projects. It can help to design processes that build trust and collaboration among stakeholders and to ensure that the projects are designed and implemented in a way that is inclusive and equitable.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can help track progress, monitor the implementation of different projects, and evaluate the emerging impact and demands amongst different citizens and stakeholders.
	NetZeroCommunities	NetZeroCommunities connects with local climate action leaders, enabling engagement to share experiences, insights, and network capabilities towards climate-neutral goals. It helps build trust with harder-to-reach communities, empowering citizens and stakeholders to contribute to cross-stakeholder actions addressing system barriers and opportunities.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to implement and monitor the progress of projects.

NET ZERO CITIES

REVIEWING YOUR RESULTS

Learn and Reflect

SERVICE The service you are already using or planning to use	OPTIONAL PAIRINGS Additional services you can add to your approach	DESCRIPTIONS What the additional service can add to your approach
Engagement Building Blocks	Knowledge Repository Resources	The knowledge repository can provide resources for learning and reflecting on the efforts to achieve climate neutrality, such as methodologies for evaluating the impact of initiatives and case studies of successful strategies for adaptation and resilience.
	Civic Environment Mapping Service - Canvases & Guide	The Civic Environment Mapping Service can offer an opportunity to conduct iterations of original mapping exercises to evaluate shifts as well as to track and reflect on growth in using systemic thinking and mapping approaches.
	NetZeroCommunities	NetZeroCommunities connects with local climate action leaders, offering opportunities for engagement, sharing insights and network capabilities towards climate-neutral goals, building trust with harder-to-reach communities, and empowering citizens to participate in reflective learning and engagement processes.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to reflect on the progress and impact of their efforts.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage and reflect with citizens and stakeholders on the approaches that have been taken and impacts that are emerging and can equip participants with the skills needed to effectively do so.

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	Engagement Building Blocks	The engagement building blocks can be used to facilitate learning and reflection on the efforts to achieve climate neutrality. It can help design and facilitate processes for stakeholders to evaluate the impact of the initiatives and to identify opportunities for improvement.
	NetZeroCommunities	NetZeroCommunities connects with local climate action leaders to share insights and network capabilities towards climate-neutral goals, building trust with harder-to-reach communities, and empowering citizens to participate in reflective processes.
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	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage citizens and stakeholders toward a strong mandate and can equip participants with the skills needed to effectively do so.

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	Engagement Building Blocks	This tool can support the process of monitoring and learning of the spaces as the actors involved can use the building blocks to assess whether they are still working towards the intended goals and methods by going through the card decks again at a later stage.
	Civic Environment Mapping Service - Canvases & Guide	With the use of this mapping, the actors can assess whether they have involved and engaged with a wide variety of individuals, and whether they have involved those they initially aimed to.
	NetZeroCommunities	The Spaces for Encounter can engage these local champions in learning sessions to gather feedback on specific actions and to reflect on how to move forward together.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to engage and reflect with citizens and stakeholders on the approaches that have been taken and impacts that are emerging and can equip participants with the skills needed to effectively do so.

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Make it the New Normal

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Engagement Building Blocks	Knowledge Repository Resources	The knowledge repository can be used to support the mainstreaming of new approaches to climate neutrality in the city. It can provide resources for communicating successes and lessons learned, as well as for developing new policies and frameworks to support continued progress towards climate neutrality.
	Civic Environment Mapping Service - Canvases & Guide	Routinely returning to use the Civic Environment Mapping Service can help institutionalise systemic thinking and approaches as a way for the city to continue taking on complex challenges, like climate-neutrality.
	NetZeroCommunities	NetZeroCommunities connects with local climate action leaders, facilitating engagement, insights, and capabilities towards achieving climate-neutral goals, building trust with harder-to-reach communities, and empowering citizens to institutionalize new, climate-neutral approaches with stakeholder engagement.
	Framework for Spaces for Encounter	The Framework for Spaces for Encounter can be used to create physical and digital spaces where stakeholders can come together to share and spread the new approaches to climate neutrality.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to empower citizens and stakeholders to institutionalise the approaches and impacts of the climate transition and can equip participants with the skills needed to effectively do so.

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	Civic Environment Mapping Service - Canvases & Guide	Mapping, routinely, in Spaces for Encounter can be both a productive way to build and maintain trust as you continue to evaluate impacts of climate neutrality and new opportunities for future actions and projects.
	NetZeroCommunities	Utilising the Spaces for Encounter as a continuous sight for interaction with citizen and stakeholders who are leading climate action in your city will ensure they and their respective communities continue to be engaged in future activities and engagement efforts.
	Activating Ecosystems for Change, Capability Building Module	The Activating Ecosystems for Change Capability Building Module offers a space to learn more about how to empower citizens and stakeholders to institutionalise the approaches and impacts of the climate transition and can equip participants with the skills needed to effectively do so.

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