



TOOLS

Techniques to strengthen ability to **assess context** include:

- Map the complex, civic system you want to change by illustrating the existing relationships among the organizations and entities that perform the key functions and activities that need to be performed within the system.
- Map how the system would need to look to produce outstanding outcomes.
- Measure the climate for collaboration by assessing the turf protection tendencies of key organizations.

TOOLS

Techniques to strengthen **inquiry skills** include:

- Engage with serial collaborators to learn the compelling questions they asked as they journeyed through the collaboration process.
- Practice writing out each type of compelling question and try them out on a trusted peer.



TOOLS

Techniques to strengthen **trust-building** include:

- Assess the level of trust within the complex civic system.
- Engage with serial collaborators to learn their techniques for building trust.
- Practice writing out compelling questions designed to build trust.
- Practice identifying what elements of trustworthiness are most important to other stakeholders.

