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. Erler
- 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*

<table>
<thead>
<tr>
<th>Time</th>
<th>Program</th>
<th>Method</th>
<th>Content / Moderation</th>
<th>Result</th>
<th>Who</th>
</tr>
</thead>
</table>
| 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** |
| 17:00h to 17:45h 45 min. | Technical Moderation checks functions  
Technical check together with General Moderation | Technical Moderation checks all applicable Zoom functions used:  
➔ Surveys  
➔ Breakout groups  
➔ Screen sharing  
➔ Name changes (KM 1-7)  
➔ Activate/mute microphone  
➔ …  
The whole team takes part.  
➔ 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** |
<table>
<thead>
<tr>
<th>Continuous</th>
<th>React to technical faults</th>
<th>Technical hotline is staffed</th>
<th>Tech responds to queries by telephone</th>
<th>Technical faults have been rectified.</th>
</tr>
</thead>
<tbody>
<tr>
<td>16:59h</td>
<td>Technical instructions for Citizens are shown in Language 1 and Language 2!</td>
<td>Moderation in plenary session</td>
<td>TM: Question – is everything OK?</td>
<td>Plenary session is ready for Citizens.</td>
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<td>Tech: Welcome to the Digital Citizens’ Dialogue!</td>
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<td>Tech: Please switch your camera on! – click on the symbol.</td>
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<td>Tech: Your microphone is muted when the large group is in progress.</td>
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<td>Tech: Please select the right language channel!</td>
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<td>Tech: Make your spoken contributions in the same language.</td>
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<td>Tech: Point out the significance of sound volume for the interpreters, mention that it is possible to increase the volume.</td>
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<td>Tech: You cannot see all the participants yet, but that will change once we have started.</td>
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<td>Tech: If you have not already done so, please enter your full first and second names.</td>
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<td>Tech: If you have any other questions, please put them to Mr. XY Language 1 or Ms. XY Language 2 via the chat function.</td>
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<td>In case of technical issues, please call Telephone</td>
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<tr>
<td>Time</td>
<td>Event</td>
<td>Description</td>
<td>Participants</td>
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<tr>
<td>17:00h to 17:30h 30 min.</td>
<td>Participants join the session</td>
<td>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.</td>
<td>All participants are ready for the Citizens' Dialogue.</td>
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<tr>
<td>From 17:00h</td>
<td>Citizens join the meeting</td>
<td></td>
<td>GM; TM; TH; TS</td>
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<tr>
<td>From 17:00h Every 2-3 minutes</td>
<td>Moderators accompany the arrival of the participants with appropriate commentary</td>
<td>Instructions on - Camera settings - Sound settings - Entering names - Chat settings - Possibilities for interaction, even without making a verbal contribution in the plenary session</td>
<td>Participants have been briefed with regard to default settings and opportunities for interaction.</td>
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<tr>
<td></td>
<td>React to chat requests</td>
<td>Chat function to chat moderator open React to requests, cluster questions, advise participants to contact the Hotline in case of technical issues.</td>
<td>Technical issues have been resolved.</td>
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<tr>
<td>Time</td>
<td>Event Description</td>
<td>Notes</td>
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<tr>
<td>17:29h</td>
<td>Start announced</td>
<td>Technical issues have been resolved.</td>
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<tr>
<td>17:30h to 17:35h</td>
<td>Introduction, welcome and moderated session</td>
<td>Participants are informed about procedures and know the protagonists / roles.</td>
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<td>2 min.</td>
<td>Moderated session</td>
<td>GM makes introduction</td>
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<tr>
<td>3 min.</td>
<td>Introduction to the evening</td>
<td>GM: What is this event about?</td>
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</tbody>
</table>

Start of the Cross-Border Digital Citizens' Dialogue

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>17:30h to 17:35h</td>
<td>Introduction and presentation of the team; presentation of the evening's proceedings.</td>
<td>Participants are informed about procedures and know the protagonists / roles.</td>
</tr>
<tr>
<td>2 min.</td>
<td>Moderated session</td>
<td>GM makes introduction</td>
</tr>
<tr>
<td>3 min.</td>
<td>Introduction to the evening</td>
<td>GM: What is this event about?</td>
</tr>
</tbody>
</table>

Moderation note: Please use the following term to describe the region:
- Important: Mention special fixed names that may not be translated!

Gauging the mood:
First general question: *How are you feeling this evening?*
"We can answer this question easily and without words by

"
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."

Participants hold up their fingers.

Photographer records the mood situation.

Second question: “Is this your first video conference?”

→ Thumbs up for yes.

Photographer takes a picture for the record.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>17:35h to 17:41h 5 min.</td>
<td>Frist survey on personal handling of the coronavirus situation</td>
<td>Citizens answer first question and GM reacts.</td>
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<td></td>
<td>Zoom survey tool in the plenary session Possible second survey</td>
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<td>First feedback by Citizens</td>
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<td></td>
<td>GM: moderates first digital survey.</td>
<td>GM</td>
</tr>
<tr>
<td></td>
<td>John Smith TM, please start the survey!</td>
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<td></td>
<td>TM starts survey.</td>
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<td></td>
<td>Right, everybody should be able to see the survey now.</td>
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<tr>
<td></td>
<td>Survey is put on screen</td>
<td>Survey is started. TM: GM</td>
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<tr>
<td></td>
<td>Zoom survey tool</td>
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<td></td>
<td>GM moderates introduction using the coronavirus pandemic as an example.</td>
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<td></td>
<td>“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:</td>
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<td></td>
<td>What has had the biggest impact on you up to now? Two answers are possible.</td>
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</tbody>
</table>
### Evaluation of first survey

Results are shared in the plenary session.

**GM** reacts to the results and puts them in context.

**GM:** “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...”

### Assessment of results

**GM** reacts to the results and puts them in context.

### Survey is closed

**GM:** If you can still see the survey, you can close it yourself by clicking on the “x” or “Close”.

### Input from VIPs

VIPs are interviewed and give their input for the work in small groups.

**GM:** Moderation VIP 1.

**Example topic:** The added value of cross-border Citizens’ Dialogues (4 min.).

*The scenario:* a digital dialogue with randomly selected citizens in the border region XY. How did the idea arise.

**Note:** Pick up on the language that the VIP speaks.

**GM and VIP**

**GM:** If you can still see the survey, you can close it yourself by clicking on the “x” or “Close”.

### Input from VIPs

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**GM:** Moderation VIP 1.

**Example topic:** The added value of cross-border Citizens’ Dialogues (4 min.).

*The scenario:* a digital dialogue with randomly selected citizens in the border region XY. How did the idea arise.

**Note:** Pick up on the language that the VIP speaks.

**GM and VIP**

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VIPs are interviewed and give their input for the work in small groups.

**GM:** Moderation VIP 1.

**Example topic:** The added value of cross-border Citizens’ Dialogues (4 min.).

*The scenario:* a digital dialogue with randomly selected citizens in the border region XY. How did the idea arise.

**Note:** Pick up on the language that the VIP speaks.

**GM and VIP**
and what result do you expect from this evening’s event? 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?

4 min.

<table>
<thead>
<tr>
<th>GM: Moderation VIP 2.</th>
<th>Note: Pick up on the language that VIP 2 speaks.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example topic: Purpose and benefits of the cross-border cooperation of the three border regions. (4 min.). Why have you been advocating cross-border exchanges and cooperation for so many years? If appropriate, ask the additional question: What elements that connect the regions do you experience in daily life? And what still separates them?</td>
<td></td>
</tr>
</tbody>
</table>

Optional

<table>
<thead>
<tr>
<th>Second survey</th>
<th>Zoom survey tool</th>
<th>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?</th>
</tr>
</thead>
</table>
|               |                  | **How strong is your attachment to the border region?**
|               |                  | - Very strong  
|               |                  | - Fairly strong  
|               |                  | - Not very strong  
|               |                  | - No attachment  
| John Smith TM, could you start the survey, please? |
| TM starts survey. |
| Right, you should all be able to see the survey now. |
| Photographer records the survey. |

4 min.

<table>
<thead>
<tr>
<th>GM: Moderation VIP 3.</th>
<th>Note: State which language VIP 3 speaks.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example topic: Special challenges for cross-border cooperation during the coronavirus pandemic (4 min.).</td>
<td>Photographer records</td>
</tr>
</tbody>
</table>
| Optional | Third survey | Zoom survey tool | **Survey 3:** How strongly were you affected by border closures?  
- Very strongly  
- Quite strongly  
- Not very strongly  
- Not affected  
Photographer records survey. |
|-----------|--------------|------------------|------------------------------------------------|
| 3 min. | **GM** moderates VIP 4 | **GM**: Moderation VIP 4.  
**Example topic**: Trinational Citizens’ Dialogue to launch the Eurodistrict strategic process – Citizens’ impulses on the question “How do we make our region crisis-proof?” (3 min.)  
**Why is your region taking part in this Citizens’ Dialogue? What outcome do you hope for?**  
If appropriate, ask additional the question: What is the significance of the Citizens’ Dialogue for your region’s plans for the future?  
**Note**: State language.  
Photographer records VIP’s contribution. |
| 18:10h  
5 min. | Moderation of small group work | **GM**: Thank you very much for your interesting input!  
We will now discuss the same topic in small groups.  
*Our common goal is to create recommendations on Topic XY for future cross-border cooperation.*  
**How should the region and cooperation in the region**  
Participants know the set tasks for the small groups. |
**Group composition:**

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.

**GM: 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! If you encounter any problems, our hotline is there to help you in two languages!**

- Take care with your wording – participants will leave the call directly when asked to do so.
- 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.
Phase 2: Small group work in independent Zoom accounts
Arrival and discussion in the small groups – incl. breaks
18:30h to 20:05h

<table>
<thead>
<tr>
<th>Time</th>
<th>Program</th>
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<th>Content / Moderation</th>
<th>Result</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>18:30h to 19:05h</td>
<td>Phase 1 of small group work</td>
<td>small group discussion on Zoom</td>
<td>Citizens discuss their coronavirus experiences.</td>
<td>SGM report from the Groups.</td>
<td>GM; SGM; TM; TS</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>You are a small group moderator and need help? You can call the hotline or write directly to the technician by using the chat!</td>
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<td><strong>NB:</strong> You will not be recalled automatically when the small group work has finished.</td>
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<td>Please also be sure to adhere to the break times – they are vitally important for the interpreters!</td>
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<tr>
<td>19:05h to 20:05h</td>
<td>Arrival of the Citizens, SGMs give technical</td>
<td>Citizens arrive in the small group one by one – SGMs give technical instructions:</td>
<td></td>
<td>All Citizens are technically prepared and ready for the discussion.</td>
<td>SGM</td>
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<tr>
<td></td>
<td>instructions</td>
<td>➔ Active selection of the language is required – you can do this under the globe symbol.</td>
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<td>➔ When invited to speak by the moderator, switch your microphone on; switch it off again when you have finished.</td>
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<td>➔ Please speak slowly and take your time. Stick to your native language, and leave gaps between your contributions.</td>
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<tr>
<td></td>
<td>Start of Phase 1 of small group work</td>
<td>Moderated exchange in small groups of up</td>
<td>SGM: Welcome to your small group! Our joint goal is to create recommendations for cross-border cooperation against the background of the coronavirus pandemic.</td>
<td>Citizens have exchanged ideas and gained their first experience with the breakout groups.</td>
<td>SGMs lead the discussion</td>
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<tr>
<td></td>
<td></td>
<td>to eight/nine persons (eight/nine plus interpreter, + SGM)</td>
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</tbody>
</table>
**Introduction and reports of Citizens’ experiences**

| Moderated introduction, Citizens take turns to report on their experiences | 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 will report on the results of our discussion when we all meet up in the plenary session afterwards. Remember that everyone would like a chance to speak, so please let’s all keep an eye on the time.

**What are your day-to-day experiences of coexistence in your region?**

What problems do you have locally? What was particularly hard for you? What did you cope with better than expected? What have you learned?

- **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. |
- If the participants are not willing to speak straight away:
  - Tell them about your own experiences as a way of breaking the ice.

| Depending on time | Time for questions and discussion | Time for questions and discussion | That was all very interesting! Thank you all for sharing your experiences with us!
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. | Participants have an opportunity for questions and discussions. |
|------------------|----------------------------------|----------------------------------|----------------------------------------------------------------|----------------------------------------------------------|
| 19:00h 5 min.    | Summary of discussion by SGM     | Presentation of the results noted down in the small group | Clustered recording of results by SGM:
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.
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. | Group has agreed on what will be included in the report. |
|                  |                                  |                                  | 5 min. before the end of the session, technical support will send the message “5 minutes left!” to the chat. | TS |

19:05h – 10 min. break!

| 19:15h to 20:05h 50 min. | Phase 2 small group work | Small group Zoom discussion | Goal: collect and select ideas!
Discussion of the set task: What are your wishes for the future (of the region)? Moderator task: What concrete projects and measures do we need to make our cooperation crisis-proof?
Creation of one concrete proposal / idea (also abstract) each
Clustered recording of results by SGM, e.g.:
How was the mood in the group? | SGM report from the Groups Citizens put forward suggestions. Suggestions discussed and each breakout group agrees on one (max. two) to put forward as | GM: SGM; TM: TS |
<table>
<thead>
<tr>
<th>Step</th>
<th>Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome in the small group</td>
<td>Welcome back to our small group! We now have 50 minutes to talk about our topic.</td>
<td>All participants have returned to their small group.</td>
</tr>
<tr>
<td>Explanation of the topic</td>
<td>SGM gives a brief introduction to the respective topic: We are in the group (…). In this group phase, our task is to look into the future. Our joint goal is to develop recommendations for cross-border cooperation. How can the border region be made crisis-proof? What ideas do you have for coexistence with your neighbours? What joint projects would you like to see? In which areas should there be closer cooperation between the individual parts of the region? [Keep it short! 2-3 sentences!]</td>
<td>All participants are aware of the topic and the goal of the small group.</td>
</tr>
<tr>
<td>Discussion of the topic</td>
<td>SGM: 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? 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: What is your opinion on this topic? What needs to change? What’s your idea? How should the region and cooperation within the region be developed? What joint projects would you like to see? In which areas</td>
<td>All participants have had the opportunity to speak.</td>
</tr>
<tr>
<td>Time</td>
<td>Event</td>
<td>Notes</td>
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<tr>
<td>19:55h</td>
<td>Agreement on one proposal</td>
<td>SGM lead the discussion, record results and report in answer to a specific question/task.</td>
</tr>
</tbody>
</table>
|                 | SGM lead the discussion, record results and report in answer to a specific question/task. | If a particular topic becomes clear:  
Is there a consensus on proposal (xxx)?  
Is everyone happy with proposal (xxx) as it stands?  
If more than one topic is circulating:  
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.)  
**Important!** 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.  
**NB:** Keep the proposal very concise and concrete (e.g. We would like more bilingual signposting in the border region) |
|                 |                                                                      | Participants have time to exchange ideas.  |

**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:  
  Give them a minute or so to think and make notes.  

**Time for questions and discussion**  
That was all very interesting! Thank you all for sharing your experiences with us!  
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.  
5 min. before the end of the session, technical support will send the message “5 minutes left!” to the chat  
One or two proposals from each small group with a very brief statement of reasons.
Possible suggestion – Concentrate on the following: *Is it something that the municipality should stop doing, introduce or continue to do?*

| Announcement of break | SGM: Following our session there will be a short 10-minute break. *Please note:* 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. ➔ Please switch over directly, then take the break! | Citizens know about the break. | SGM |

**From 20:05h:**
- 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

<table>
<thead>
<tr>
<th>20:04h</th>
<th>Screen sharing</th>
<th>TS shows break slide.</th>
<th>Break begins.</th>
<th>TS</th>
</tr>
</thead>
<tbody>
<tr>
<td>From 20:05h</td>
<td>Return to the plenary session</td>
<td>TS recalls all Citizens to the plenary session automatically. In the plenary session, all participants’ microphones are muted.</td>
<td>All Citizens are back in the plenary session.</td>
<td>TS</td>
</tr>
</tbody>
</table>

**10-min. break**

| 20:14h | End of screen sharing | TS removes break slide. | Event continues | TS |

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<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Details</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>20:15h</td>
<td>Report from the breakout groups</td>
<td>Short reports by the SGMs Max. 2 min. each!</td>
<td>All Citizens are aware of what topics were discussed in the small groups</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>SGM</strong>'s report: <strong>→</strong> Brief summary of the main topics. <strong>→</strong> Presentation of one proposal. <strong>GM</strong> moderates and highlights the common ground and differences.</td>
<td>SGM's summarises and moderates</td>
</tr>
<tr>
<td></td>
<td>Optional</td>
<td>Possible question to gauge the mood</td>
<td></td>
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<tr>
<td></td>
<td>Welcome back to the plenary session</td>
<td><strong>GM</strong> moderates feedback on small groups in the plenary session – thumbs up, to the side or down</td>
<td>Everyone is back after the break.</td>
</tr>
<tr>
<td></td>
<td>Report from the breakout groups</td>
<td><strong>GM</strong> Moderator introduces the various small group moderators one after the other</td>
<td>All Citizens are aware of the topics discussed in the small groups. Chat has been explained.</td>
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<td><strong>GM:</strong> • Mentions the chat function. <strong>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.</strong> • Introduces KMs one after the other</td>
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<td><strong>GM:</strong> 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?</td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Description</td>
<td>Notes</td>
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</table>
| 2 min. each | Report from the breakout groups            | SGMs report in turn GM Moderator introduces 4 SGMs by name one after the other.  
Group 1: State KM’s name, mention his/her institution;  
Group 2: State KM’s name, mention his/her institution;  
Group 3: State KM’s name, mention his/her institution;  
Group 4: State KM’s name, mention his/her institution;  
SGM [turns microphone on]: The experience in our group was …  
What particularly touched/affected me was…  
What I/our group found particularly interesting was…  
Please ensure that the summary is as short and concise as possible! There is no need to summarise the entire discussion.  
**Suggested wording:**  
“Our group would like the region either to:  
- introduce (…) because…  
- stop (…ing), because… or  
- continue (to) (…)because…”  
(Max. 1 proposal!) | 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 | TM reports from the chat and clusters questions about the proposals.  
GM passes them on.  
SGM and VIPs respond to the questions. | Remarks and questions. | TM; SGM; RK; GM |
| 2 min. each | Report from the breakout groups | SGMs report in turn GM Moderator introduces 3 SGMs by name.  
Group 5: State KM’s name, mention his/her institution;  
Group 6: State KM’s name, mention his/her institution;  
Group 7: State KM’s name, mention his/her institution;  
SGM [turns microphone on]: The experience in our group | All Citizens are aware of what topics were discussed in the small groups. | GM SGM TS |
was …
*What particularly touched/affected me was…
What I/our group found particularly interesting was…*

Please ensure that the summary is as short and concise as possible! There is no need to summarise the entire discussion.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity Description</th>
<th>Person(s)</th>
<th>Remarks and questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 min.</td>
<td>Questions from the chat for the KMs or RK</td>
<td>IM</td>
<td>SGM RK GM</td>
</tr>
<tr>
<td></td>
<td><strong>IM</strong> reports from the chat and clusters questions about the proposals.</td>
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<td></td>
<td><strong>GM</strong> passes them on.</td>
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<tr>
<td></td>
<td><strong>SGMs and VIPs</strong> respond to the questions.</td>
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<tr>
<td>20:45h</td>
<td>Appraisal of results and how they will be handled</td>
<td>GM</td>
<td>SGM RK GM</td>
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<td></td>
<td><strong>GM</strong> Moderator introduces VIPs</td>
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<td>VIPs respond, Citizens can ask questions via chat or by raising their hands.</td>
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<td>Possible responses by the VIPs:</td>
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<td><em>We will ensure that the results are…</em></td>
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<td>… recorded and published, sent to XY – nothing will be forgotten.</td>
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<td></td>
<td>… incorporated/integrated in…</td>
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<td>… posted online – transparency for other Citizens.</td>
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<td></td>
<td><strong>GM</strong> ties up loose ends/formulates neat conclusion.</td>
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<td></td>
<td>Everyone has a clear picture of how the results will be handled.</td>
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<td>Photographer records VIP contributions.</td>
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<tr>
<td>21:20h</td>
<td>Final survey / evaluation, results will not be published</td>
<td>GM</td>
<td>SGM RK TS</td>
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<tr>
<td></td>
<td><strong>GM</strong> moderates the evaluation process.</td>
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<td></td>
<td><em>We would be pleased if you could give us some brief feedback on this evening’s event. We have prepared two questions.</em></td>
<td></td>
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<tr>
<td></td>
<td>Evaluation of the Dialogue by the Citizens.</td>
<td></td>
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<tr>
<td></td>
<td>Photographer records the results of the evaluation.</td>
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</tbody>
</table>
**Question 1: What did you think of the event? [One answer only]**

Very good
Good
So-so
Not so good
Not good at all

**Question 2: What statement(s) express(es) your opinion of the event? [Multiple answers possible]**

It was easy to use the technology.
I had problems with the technology.
I enjoyed the work in the Small Groups.

The content of the discussions was hard to follow.
I would take part in an event like this again.

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.

**TS** posts the survey and shares the results.

21:25h

**OM** and **RK** say goodbye

Give the names of the VIPs, who have the last word – 1 farewell sentence!

**Example:** 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
wish you a very pleasant evening – and goodnight.

GM: 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.

21:30h End of the Citizens’ Dialogue

TS Announce the end of the session – show PPT: Session will be closed in 10 minutes!

Optional for participants – anyone who would like to stay on can stay on:
10 min. open end – If you would like to send us a message via the chat – 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?