Guidelines: Running a conversation for the inquiry
Global inquiry into citizens in the digital age

Introduction
The Fourth Group and partners are running an inquiry into citizens in the digital age. For full details, go to www.weareunitedcitizens.com.

Objectives
We want to find out participants' thoughts on the following questions:
- What are citizens rights and responsibilities in the digital age?
- What is the biggest problem caused by technology?
- What can citizens practically do to address this problem?

Team
To run a formal conversation, we recommend the following roles to make up an organising team:

Organisers [minimum 1]
The organiser is responsible for managing the whole conversation and is the main focus point. The organiser will be the point person which The Fourth Group central team will liaise with. This is a leadership and production role, and will be responsible for finding and managing a host, facilitators, and notetakers.

Host(s) [minimum 1]
The host is the person who manages or owns the space in which the conversation will take place. This might be the university professor, religious leader, community centre manager, business owner, for example. They will provide the space and help with location logistics.

Facilitators [minimum 1 per 4-8 participants]
Facilitators are responsible for guiding the conversation to ensure all participants have a chance to speak and express themselves, and to ensure their group stays on topic.

Notetakers [minimum 1 per small group]
Notetakers are responsible for capturing the key points made by participants. This will be the source of our data analysis. To ensure the participants' input makes part of our inquiry, it is important for these notes to be captured well.

Participants [as many as you'd like]
We encourage anyone and everyone to get involved as a participant. Their role is mainly to contribute to the inquiry by sharing their views on the key questions, but there are also

opportunities for them to become members of The Fourth Group and get more involved as leaders in the community. To find out more, email us join@fourth.group.

Recommended agenda for a formal conversation
The following is a schedule which exemplifies how a conversation should be run. Whilst it is not important for conversations to happen at the exact times listed below, the time spent on each section will hopefully provide some guidance for your conversation.

18:00-18:30 Please arrive to prepare for the event
18:30-19:00 Registration and networking
19:00-19:05 Welcome: What is the inquiry? Who is The Fourth Group?
19:05-19:15 Run through agenda, questions and objectives for the session
19:15-19:20 Introductions from co-facilitators / break up into groups
19:20-19:40 Conversation 1: What are our rights and responsibilities as citizens in the digital age?
19:40-20:00 Conversation 2: What is the biggest problem caused by technology?
20:00-20:20 Conversation 3: What can citizens practically do to address this problem?
20:20-20:30 Group review
20:30 Close

Tips for facilitators
What makes a good facilitator?
- Bringing in all voices: In group contexts, there will always be a dominant voice. A key skill is ensuring all other participants have the opportunity to engage and put their views forward. This can be done by actively asking each person who hasn't spoken if they have anything they'd like to add. Another is to go round a circle giving each person a certain amount of time to contribute.
- Sticking to the question at hand: Sometimes people will go off on tangents and stray off the key questions. Steering the participants back to the questions is very important, and should be done in a friendly way.
- Controlling the conversation: Whilst you do not want to be forceful, it is important that you feel in control of the conversation to ensure the participants are talking about relevant matters. If people stray from the topic, it is important to skilfully bring them back to the issue at hand.

Tips for notetakers
What makes a good notetaker?
- Consistency: There are specific questions we need answers to. In order to help with this international research process, it is important that we all stick to the three questions as outlined above.
- Themes: As opposed to noting down every word someone says, what we're looking for are thematic broader concerns, fears, and issues.

- Powerful quotes: There are exceptions to the 'themes' rule when it comes to noting down something word for word. If someone says a powerful, succinct, and pithy statement which speaks to a bigger theme or makes an important point, try to write it down for word. If necessary, you could also ask them to write it down with you after the group discussion. In the final report we will publish these quotes.
- Typed: Please make your best efforts to type up the notes. One way of doing this is to type up notes directly onto a digital device (laptop/smart-phone/tablet). Alternatively you can write down notes on paper, then type them up after.

IMPORTANT: Please send all notes to join@fourth.group with the subject line "Notes: Inquiry into citizens in the digital age". Please include the date and location of the session. The content you share is very important to the inquiry as they will shape the final global agenda.

Next steps
The listening phase will take place between July - August 2018. Between September - October 2018, we will analyse the data and conversations, and develop our global agenda to be launched at Politics Summit 2018 (London, 13 November 2018).

Contact
For more information, contact us via email: join@fourth.group.