

## Human Resources for co-creation event(s)

A variety of roles will usually have to be filled doing a co-creation event. The list below describes what each of them entails.

- **Project manager.** Her/his main responsibility is to make sure that the event(s) proceeds according to the method(s) described. She/he should have the overview of all tasks, and make sure that everything is executed as planned. It is very important that the project manager makes sure that all other staff knows what to do. This could be done at a training day where all staff runs through every procedure of the event(s).
- **Head facilitator,** who facilitates the events. Her/his main responsibility is to make sure that everybody in the room feels welcome and that all participants understand what to do and do it within the given time frame. The head facilitator will instruct everyone in the room about what exactly to do every time a new session begins. The head facilitator can be someone from the your own team/organization or a professional facilitator hired to do the job. It could also be the project manager, but this is not recommended, since the project manager needs to have the full overview, which can be difficult if you also have to facilitate.
- **Information person,** possibly an expert/researcher who knows the information material “by heart”, and can be called when a problem as to content arises.
- **Table facilitator(s),** one at each table. Their main role is to function as a neutral moderator of the deliberations at the table making sure that the participants focus on the assigned discussion theme and that all of them at the table have a say. They should also keep track of time. It is important that they understand and accept that they are not there to state their own opinions, but to help participants state theirs. Participants should be able to consider them as neutral. They can only answer factual questions from the participants if the answer can be found in the background information material, they take part in the discussions in any way. It is necessary to train the table facilitators before the citizen meetings. Go through the guidelines together with the table moderator before the event starts in order to develop a common understanding of the rules. Make sure to engage some extras in case of illness, etc.
- **Note-taker(s),** who will accompany the table facilitators at the tables. Their main role is to record main points that are discussed.
- **Technician.** This person makes sure that the technical equipment runs perfectly during the entire citizen workshop. The technician must prepare and make sure to test all equipment before the event starts. The technician should be familiar with the software and hardware that you choose to use.’
- **Media assistant.** This person is responsible for undertaking media-related tasks during the event, e.g. take pictures and/or make recordings to visually document the event.
- **Participants’ Assistant.** This person provides basic service to participants’ needs, make sure that they sign the relevant forms (e.g. attendance list, consent form), and deals with remuneration issues.
- **Catering staff,** responsible for serving food and drinks according to the event programme(s). Their role during the workshop is also to clear the tables from food, plates and cutlery during the day.

**Note:** Some staff members may have to be able to take care of multiple tasks, and some may even take multiple roles (e.g. project manager and head facilitator). In that case, you have to ensure a sufficient flexibility of the staff and compatibility of the performed tasks.