



## Nuts and Bolts

We can help with extras that you can add on to your consultation activities to access more people, work with minority groups, service resisters and the seldom heard, market your consultation, manage stakeholder contacts, analyse your results and record your process more effectively.

### 1. Access more people more of the time

We can provide a range of communication services that enable organisations to “bolt on” to your existing work, enabling you to find out what more people think and feel about your plans. Our services include:

- Direct communication;
- Interactive activities; and
- Online engagement

1.1. **Direct Communication Services** - Provide **more opportunities** for people to contact you through:

- Email Service** – invite increased email communication to and from stakeholders through our managed email service.
- Texting** – talk to your contacts through SMS or MMS texting and let them participate in your consultation through text, we can provide competitive mass texting packages and **free text** numbers.
- A Free Phone Service** – we will set up a free phone line and manage the calls to it for you.
- A Free Post Service** - make it really easy for people to respond through free post, we will set it all up and manage the returns.

### 1.2. **Interactive services** – Use **new ways to talk to** people through:

- **The Thinking Tree Video Booth** – provides an opportunity for people to tell what they think face to camera “Big Brother style”! A method that often provides powerful feedback to support your plans.
- **Drama, Poetry, Film and Photography** – access groups who are seldom heard. Thinking Tree provide, workshops and one off consultation events using skilled practitioners who work through arts medium to find ways for people to express their views.
- **Play and Say Session** – for busy families and carers who don’t normally access consultation. A Thinking Tree “play day” becomes an opportunity to consult with both adults and children.
- **Think Really Big Events** – Thinking Tree can organise, market and manage fun events, street parties, festivals and carnivals as fun and interactive vehicles for your consultation activity reaching out to all.

### 1.3. **Online Engagement Services** - Go **online** to reach out to more people.

At Thinking Tree, we love exploring new technologies that enable organisations to engage with their audiences. Today, a host of cost effective online technologies exist that enable organisations to utilise social networking platforms, professionally conduct online surveys, delivery and track digital e-newsletters, and manage their contacts database. Thinking Tree can introduce, and integrate, a range of online tools into your consultation work that includes:

- YouTube;
- Facebook and Twitter;
- Surveymonkey;
- Dipity Timelines; and
- Dolphin Community Software.

## 2. **Talk to people more effectively**

What ever method you have chosen for your consultation we can help develop the resources to improve the results. We can help you by;

- Drawing up consultation questionnaires;
- Preparing consultation information leaflets and newsletters;
- Preparing workshop and focus group outlines

### 3. Market your consultation

All effective consultations need marketing. Marketing enables you to truly reach more people and hear what they have to tell you. Thinking Tree are able to provide additional promotional services to your consultation that seamlessly integrate local media avenues with our online and direct communication services. This includes:

- Incorporating online social networking tools into your communication strategy;
- Identifying community networks;
- Engaging with local and community press and media; and
- Incorporating video and photography packages into your consultation processes.

### 4. Manage stakeholder contacts

Increase your response rates, and the quality of your stakeholder contacts, through our comprehensive stakeholder management services. Thinking Tree provide the following key stakeholder services:

- **Stakeholder Mapping** – Think Tree undertake stakeholder mapping to compile an accurate contacts database of your key stakeholders.
- **Proactive Engagement** – we identify and deliver low-cost techniques to increase the number of stakeholder contacts throughout your consultation process that improves response rates and increase buy in.
- **Reporting** – Thinking Tree can manage and report on your stakeholder engagement activities through activity reports and stakeholder usage reports.

### 5. Analyse your results

Thinking Tree provides **independent analysis** of all types of consultation activities. Add strength and value to your conclusions and recommendations by using an independent voice

### 6. Recording your process

Record your process through **photography and film** – we can provide experienced photographers and film makers to work with you to make a visual record of your process to include in paper and online reports to further enhance your consultation product.