

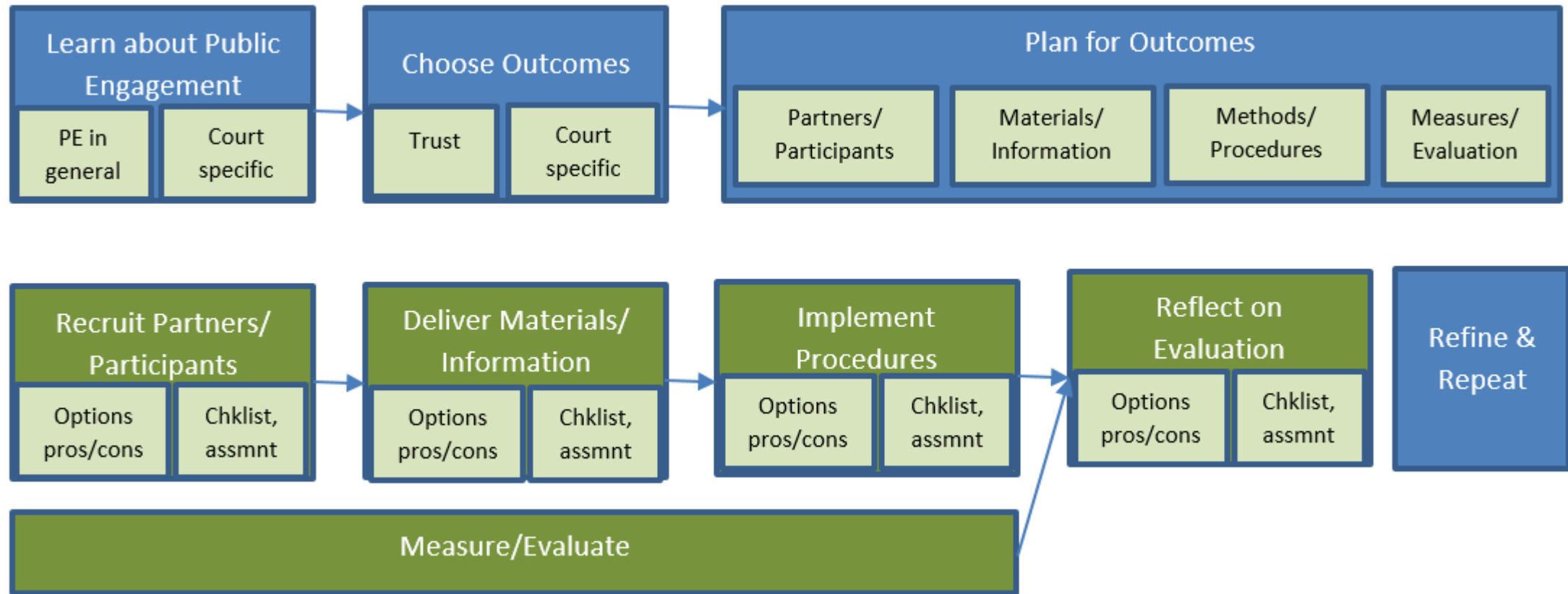
PEPP Problem-solving (Aspirational) Framework: A Work in Progress

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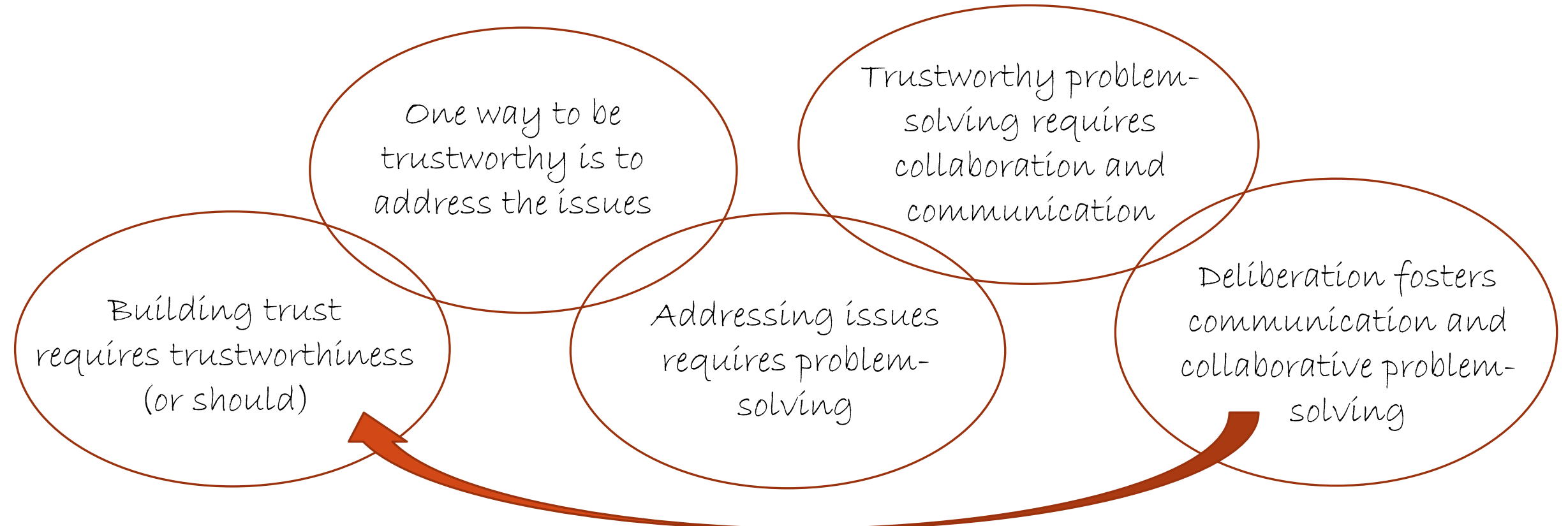


What we think we are doing...



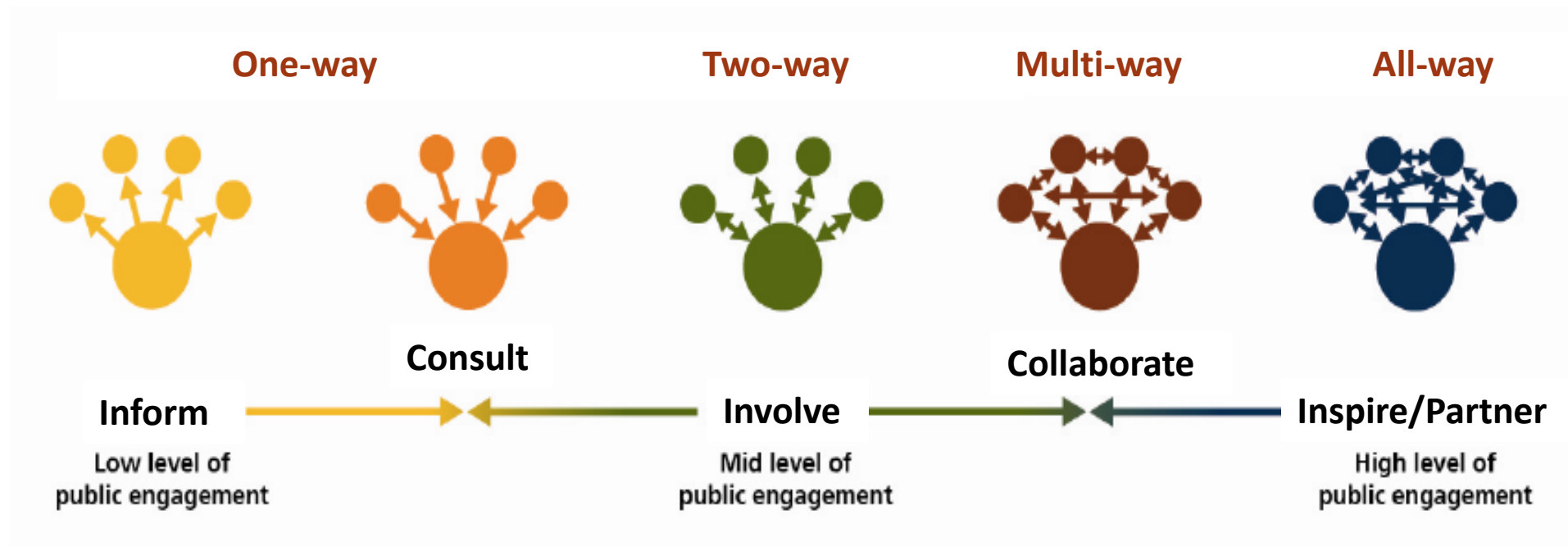
A primary PEPP objective:

Begin to address the issues identified in the Listening Tour, and do so while building trust between the courts and the public.



Therefore, deliberative collaborative problem-solving will foster trust between the public and the courts.

Deliberation can foster high-quality collaboration and communication



Arguments against public engagement building trust

- **People trust those they know and with whom they share values...**one engagement may not suffice for them to know you and find many commonalities.
- **Trust is context specific...**trusting you at an engagement may not be the same as trusting you elsewhere...however, if you can build morality-based trust it may be stronger than “performance-based” trust.
- **Trust is one thing, distrust is many...**to remedy distrust requires many more steps than maintaining trust or creating one engagement.
- **Trust is “trustor specific”**...different publics have different needs, values, and vulnerabilities...building trust with one could create distrust with another.
- **Trust should not be the goal...**democracy requires a critical public, and this implies some level of public distrust.

Solutions?

Public engagement to build trust

- **Representation:** Representative experts and publics

“The majority of experts have rarely taken part in public processes where they are called upon to adopt multiple engagement roles – observational, listening, presentational, discussion, debating.”

- **Collaborative framing:** Working together to define problems/solutions

“Engagement processes that do not value and indeed proactively encourage, capture and value such local, experiential knowledge are immediately relegating the public framing to second best, prompting suspicion that the process is inadequately addressing key issues.”

- **Decision impact:** Measuring and assessing those impacts

“...arguably it is only the decision outcome and then the day-to-day performance of the decision-making institutions over a long period that will impact on institutional trust.”

Community-Based Participatory Processes, in Research, in Engagement

Community based participatory research is “...an applied collaborative approach that enables community residents to actively participate in the full spectrum of research (from conception – design – conduct – analysis – interpretation – conclusions – communication of results) with a goal of influencing change in community health, systems, programs or policies ”

--Office of Beh & Soc Sci Research, NIH

- Focuses on working with a **community of identity**
- Builds on **community strengths** and resources (skills, experiences, organizations, relationships)
- **Collaborative, equitable** partnership in all phases (e.g., framing, deciding, implementing, evaluating, communicating)
- Fosters capacity-building in the community and **community empowerment**
- **Long-term process** requiring commitment and sustainability

Action Research/Design-Based Research

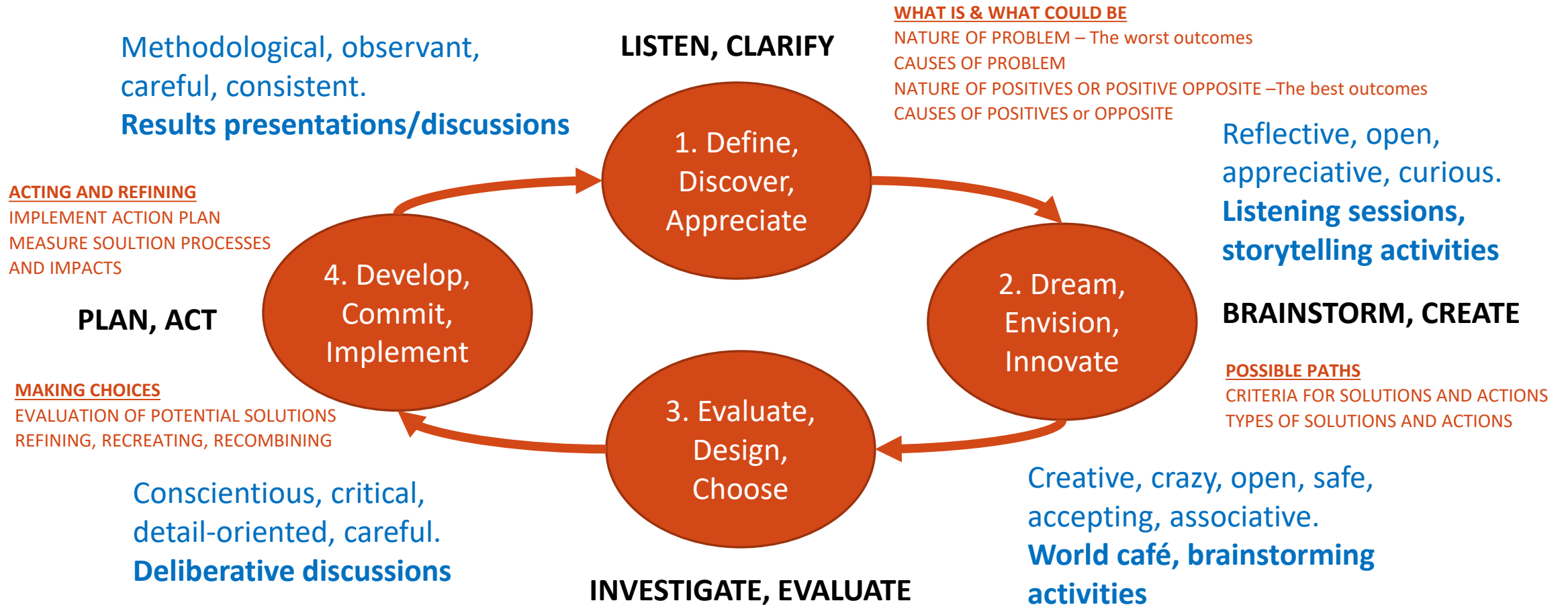
"Action research is a way of generating research about a social system while simultaneously attempting to change that system. ...action research seeks both to understand and to alter the problems generated by social systems."

- Includes many of the principles of community-based participatory processes

Additionally...

- **Conducted in Context:** The research is done in the actual context that the work is done, in practice
- **Cyclical:** Do not expect to get things perfectly correct the first time around
- **Emergent and convergent:** Solutions and understandings emerge and converge with repeated iterations of investigation and reflection.
- **Design principles:** Documentation of understanding of design principles enhances their application and testing across contexts.

Deliberation can foster high-quality problem-solving



Discussion

- Questions, comments?
- What stage of problem-solving is your group in?
- What questions from the problem-solving framework are most useful to discuss with your communities?
 - Least useful?
 - What is missing?
- What types of mind-sets, attitudes, and skills facilitate each “phase”?

Analyzing why public engagement may not build trust

Theory	Conditions/Observations	Questions	Solutions?
Trust is social and interpersonal	People trust those they know People trust those like them	Can people get to know each other adequately in an engagement? Can people see others as like them?	<u>Collaborative framing</u> : could help prepare for engagement and build trust during preparation
Performance-based or “new trust” is context specific	Trust is context specific, especially if it is performance-based or with a new trustee...it isn't deep and resilient at first	So...Can engagement around one specific decision generate trust that generalizes to other decisions?	<u>Decision impact</u> (repeated): People need to see that their efforts and engagement led to impacts or why bother engaging? Also, repetition is needed for generalization
Specific forms of untrustworthiness underlie distrust and require different remedies	People may distrust due to unfairness, requiring engagement; others may distrust due to incompetence requiring more expert involvement	If an engagement were to optimize one aspect of trustworthiness to the detriment of another, would trust really be built?	<u>Customize</u> : Be trustworthy in all ways but tune emphases to reassure people of specific concerns or to work more on certain aspects than others.
There exist many individuals and many publics that are part of the public that trusts/distrusts	Different publics have differing views and values	Can all views feel fairly heard and addressed in one engagement? If engagements involve relatively few persons, how or will this impact the majority?	<u>Public representation</u> : Do the views of the few accurately represent the many? How do you involve minority groups and the underprivileged? Involvement of gate-keepers may be helpful.
Critical trust aligns with a competent and questioning public	Trust should be built by fixing the underlying problems. People like to interact with a range of experts rather than one (perhaps so they can critically compare expert perspectives).	Fixing the underlying problems may not also require engagement focused on building trust. In such a case is effort focused on trust-building a misplaced effort that should be focused on problem-solving?	<u>Expert representation</u> : Are the experts who are involved judged as competent and trustworthy? Do people transfer their trust in the experts to trust in the institutions they represent? Do the experts of differing types also deliberate with each other (and with the public)?

Adapted from Petts, J. (2008). Public engagement to build trust: False hopes? *Journal of Risk Research*, 11(6), 821-835.

