



## C11 5 WHYS



Pexels

### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

#### Facilitation Level

Medium

#### Group Size

10000

#### Timeframe

Minutes 30

#### Materials

- Excel spreadsheet table

#### Benefits

- Analysis technique that is simple to use
- Helps determine the cause of a problem
- Identify the root of the problem

#### Description

By repeatedly asking the question “Why” you can come to the root of the problem. The apparent reason for a problem will lead you to another question. Even though this technique is called 5 whys, you might have to ask “why” fewer or more times to get to the root of the problem



## C8 AMBITION SETTING



Pexels

### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Medium

#### Timeframe

Days 3

#### Materials

- Policy Documents
- Canvas
- Sticky notes
- Markers

#### Description

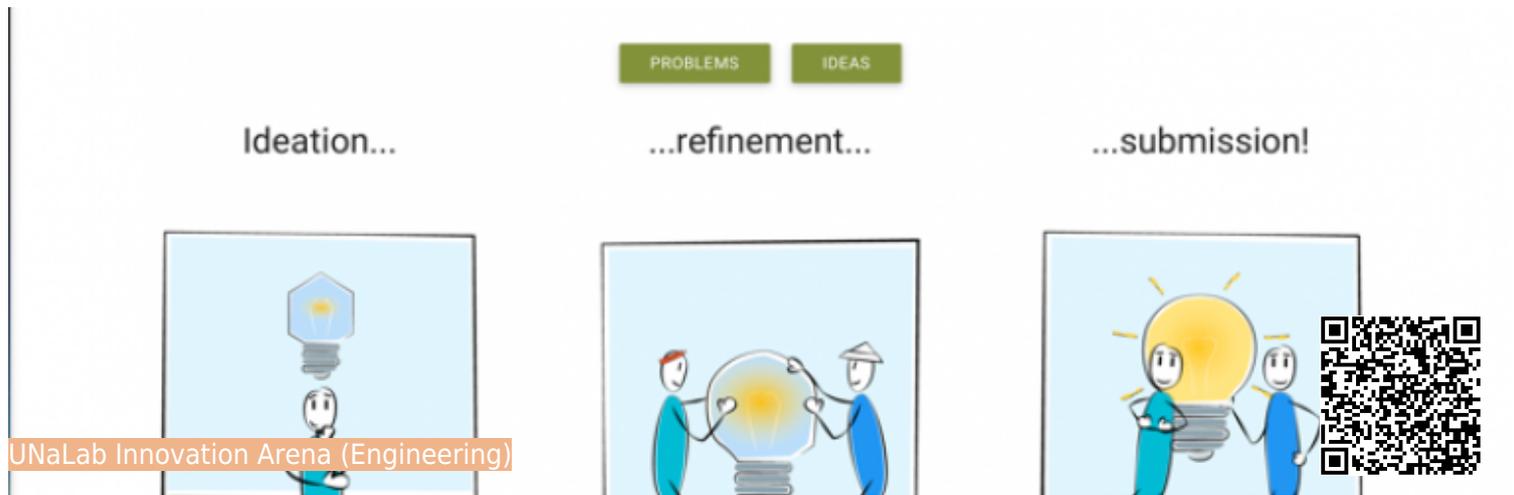
The aim of this vision created workshop methodology is to set the ambitions for a project a city is working on. Ambitions of the participating cities are defined and refined in a co-creation process, using existing policy documents as a basis for workshops. The city selects two focus areas and corresponding ambitions for each area.

#### Benefits

- Ambition Definition
- Stakeholder Involvement.
- Strategy Development



## C3 CO-CREATION ARENA



### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Low

#### Group Size

34

#### Timeframe

Minutes 20

#### Materials

- PC with internet connection

#### Benefits

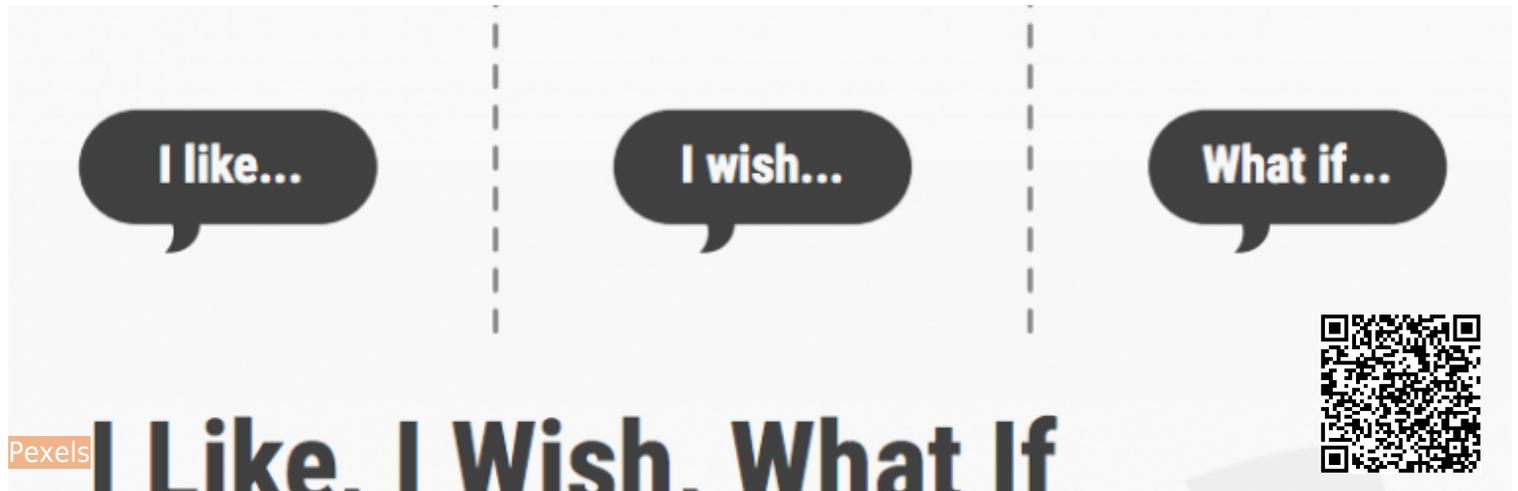
- Shared responsibility.
- Stakeholder Involvement.
- Transparency.

#### Description

Co-creation arena is an online platform for stakeholder engagement. Through the platform citizens can collaborate with the municipality and report underlying problems happening in their city. With the platform, citizens can alert the municipality of problems and work together on defining a suitable Nature Based Solution.



## C14 I LIKE, I WISH, WHAT IF



Pexels

### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Low

#### Group Size

2-100

#### Timeframe

Minutes 15-30

#### Materials

- Printed forms or a whiteboard
- Sticky notes
- Markers

#### Benefits

- Easy to facilitate
- Easy to understand with little to no prior explanation
- Quickly receive feedback

#### Description

It is a simple feedback tool through which you can gather general impressions on a workshop or a problem area in a city.



## C15 IDEA DASHBOARD



### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

### Facilitation Level

Medium

### Group Size

1-15

### Timeframe

Minutes 30-40

### Materials

- A0 poster or a whiteboard
- Markers

### Benefits

- Adapting or improving an idea
- Helpful tool used during the brainstorming session
- It allows all participants to contribute to refining the idea

### Description

It is a tool that enables you to simply articulate your idea or solution at an early stage. Capturing a few details on a sheet or a whiteboard can help you think through some of the basic details of your idea. The tool can also be used to compare views among different team members and helps the team to align.



## C7 LEGO SERIOUS PLAY



Pexles

### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

#### Facilitation Level

High

#### Group Size

1 table facilitator per groups of 5 people.

#### Timeframe

Hours 1 per question

#### Materials

- The warm-up skills building exercises at the beginning (20-30 minutes) are a must and table facilitators must be trained.
- Presentation Slides
- Post-its & pens
- Timer
- Legos

#### Description

A hands-on, minds-on serious game where participants are posed with challenges, to which the answers are built using Lego bricks: building 3D models of your thoughts. The workshop is built on a tried and tested process of building, sharing and reflecting, creating an equal playing, thinking, sharing and learning ground for all participants. Through this process of building and sharing Lego models and their stories, insights, and meaningful discussions are conducted to address serious challenges.

#### Benefits

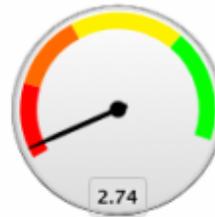
- Idea development.
- Scenario Building
- Sharing values and behaviours.
- Strategy Development
- Vision creation



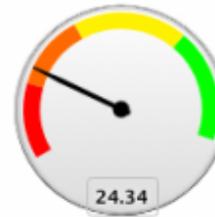
## C4 NBS IMPACT SIMULATION TOOL



SHARE OF BLUE SPACES (%)



TREE CANOPY (%)



IMPERVIOUS SURFACE (%)



### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

#### Facilitation Level

Low

#### Group Size

1 for desktop application 3-4 for touch table version

#### Timeframe

Minutes 10

#### Materials

- PC with Chrome browser

#### Benefits

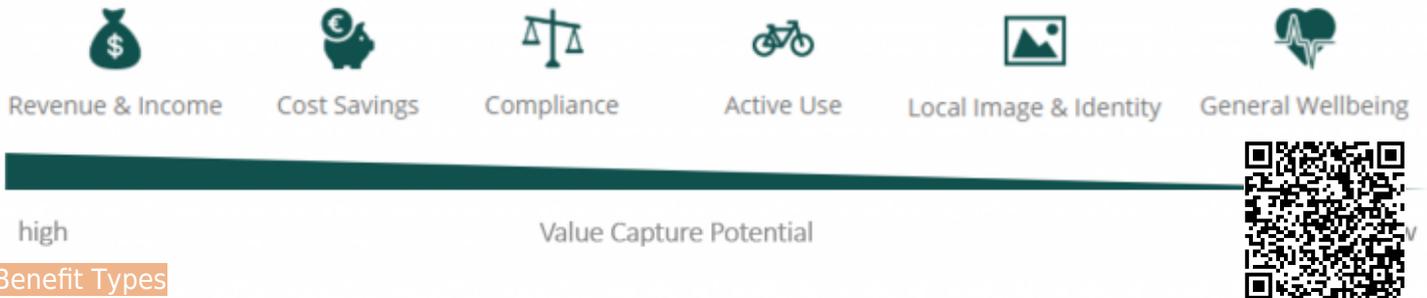
- Stakeholder Involvement.

#### Description

Enables stakeholders to visualise and discuss the potential direct and indirect environmental, social and economic impacts of user-defined nature-based solutions (NBS) for urban global change adaptation. This ICT tool is used to measure impact in a selected city. On the online platform, a user is able to select a city and a scenario they want to analyse.



## C2 NBS VALUE MODEL



### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Low

#### Group Size

1-7 people.

#### Timeframe

Minutes 15-30 per NBS

#### Materials

- Computer for individual use.
- A large screen for groups.
- Value Creation Inspiration Cards for use in workshops

#### Benefits

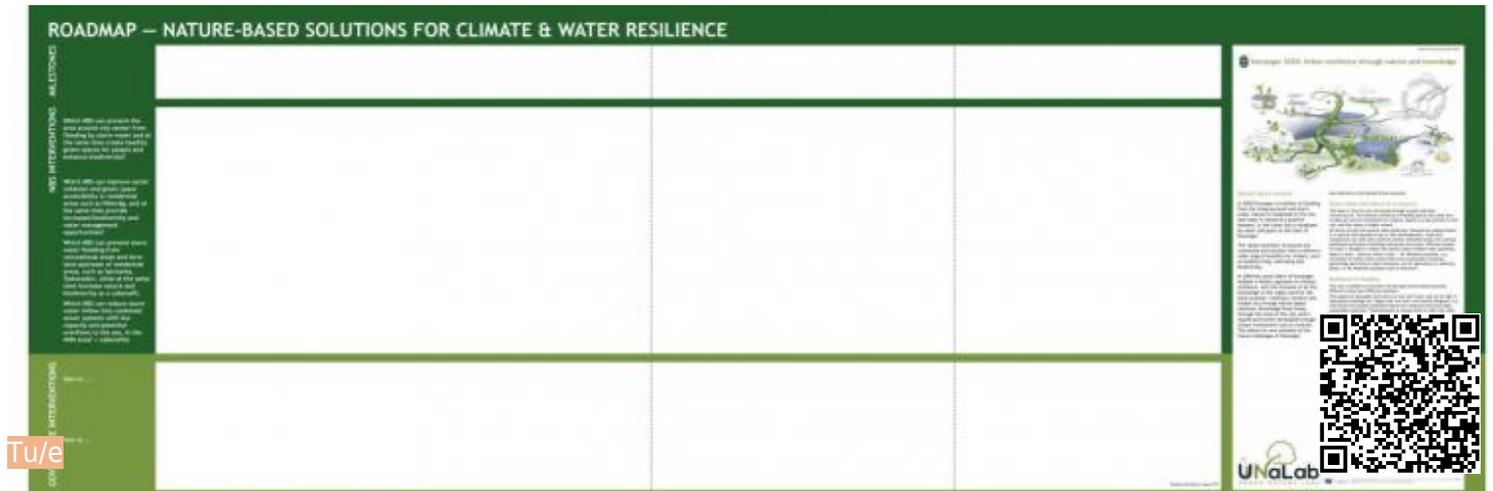
- Alternative financing strategies.
- Stakeholder Identification.
- Understanding of NBS benefits.

#### Description

This tool is used to identify potential beneficiaries of a proposed NBS intervention, to learn about their individual benefits, and to use this knowledge to identify potential alternative financing options for NBS. It thereby "translates" ecosystem service functions to individual benefits of different actors.



## C10 ROADMAPPING



### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Medium

#### Timeframe

Days 2-4

#### Materials

- Sticky notes
- A board
- Markers

#### Description

The aim of this workshop methodology is to develop roadmaps for the desired future scenarios of cities. A desk study is done to collect available information on technological options. Experts from industry, knowledge institutes and governments are invited to workshops to share their views on future possibilities.

#### Outcome

NBS Roadmap



## C22 SIX THINKING HATS



Pexels

### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

### Facilitation Level

Low

### Timeframe

Hours 1,5

### Materials

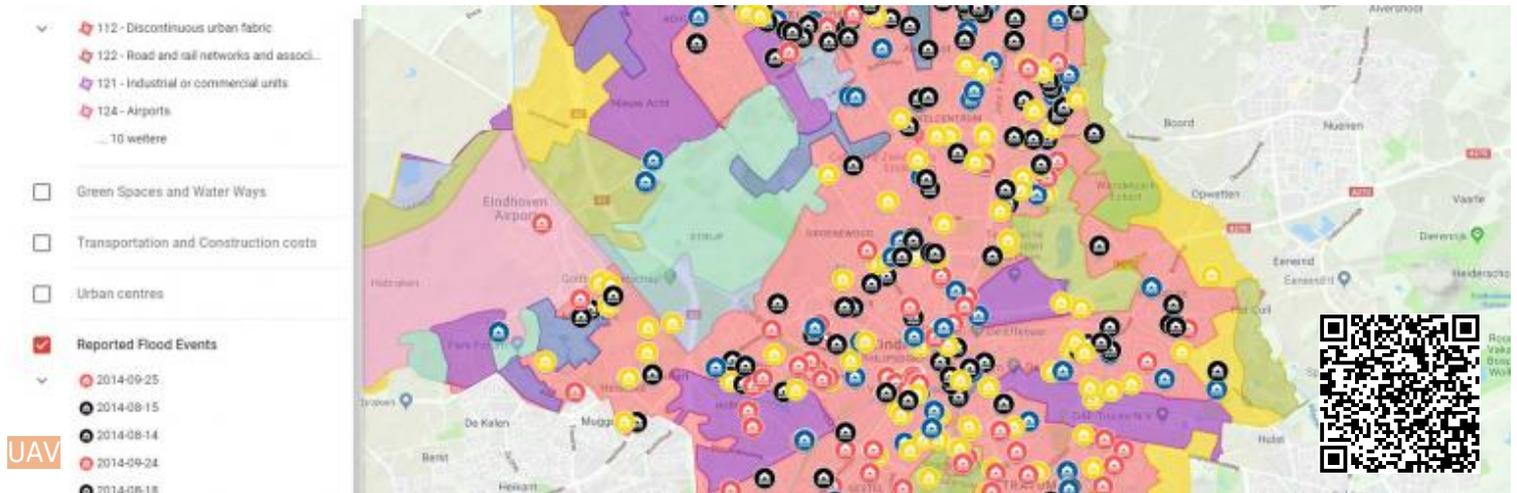
- Six hats
- Sticky notes

### Description

Six Thinking Hats is a tool for group discussion and individual thinking involving six coloured hats. "Six Thinking Hats" provide ways for groups to plan thinking processes in a detailed and cohesive way, and in doing so to think together more effectively.



## C6 SYSTEMIC DECISION SUPPORT TOOL (SDST)



### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

**Facilitation Level**  
Medium

**Materials**

- Computer
- Connection to internet
- Data Sources and Programmer

**Description**

A scenario simulation tool that allows for the assessment of the potential social, environmental and economic impacts, benefits and co-benefits of nature-based solution (NBS) in the face of population growth and/or climate change. It builds on climate models and city specific data and has been developed by the University of Aveiro.



## C17 THE ACTORS MAP



### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

High

#### Group Size

5-10

#### Timeframe

Hours 1,5-2

#### Materials

- A0 poster of the actor's map
- markers
- sticky notes
- figures
- Optional: a set of pre-populated sticky notes (to be developed during the preparation process)

#### Description

The actors map is used at the beginning of the co-creation process in order to identify the different actors and their relationship between each other. It depicts key individuals and organisations that influence a topic, allowing insight into the players within a system.

#### Benefits

- Displays relative position of actors within a system
- Identifies opportunities to improve performance of an organisation
- Supports visualization of communities



## C21 THE CITIZEN PARTICIPATION LADDER



Pexels

### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Low

#### Timeframe

Hours 1

#### Materials

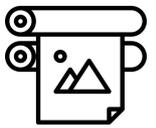
- A0 canvas, post-its

#### Benefits

- Increased citizen participation
- Increased sense of social ownership
- Shared responsibility.
- Stakeholder Involvement.

#### Description

The Citizen Participation Ladder is a tool to support cities in their aim to involve citizens in their NBS co-creation process. The Ladder offers city representatives and urban practitioners a ground to identify what degree of participation citizens have, and how to escalate to a higher level in the Ladder.



## C13 THE EMPATHY MAP



### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

### Facilitation Level

Medium

### Group Size

1-5 people

### Timeframe

Hours 1,5

### Materials

- A0 poster or a white board
- Sticky notes
- Markers

### Description

An empathy map is used to articulate what we know about a particular type of user. It externalizes knowledge about users in order to 1) create a shared understanding of user needs, and 2) help in decision making. The empathy map is divided into four quadrants - "Says", "Thinks", "Does" and "Feels" with the user persona in the middle. The map provides a glance into who is a user as a whole. The empathy map can capture one user or can reflect multiple users.



## C5 UNALAB KNOWLEDGE BASE



Pexels

### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Low

#### Group Size

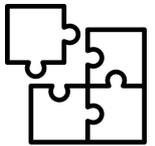
1

#### Materials

- Chrome browse
- Computer

#### Description

A database which gathers and organises NBS relevant knowledge from UNaLab and other research projects (incl. case studies). It allows to perform key based searches and filter content according to user needs.



## C19 URBAN LIVING LAB PLAYGROUND: THE GAME



### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

### Facilitation Level

Medium

### Group Size

5-6

### Timeframe

Hours 1,5

### Materials

- Playing board
- Playing cards
- Markers

### Outcome

ULL knowledge

### Description

This is an interactive game through which players will co-create a storyline to fight against a common climate-related challenge affecting our cities today. By exploring an unusual group of urban stakeholders – a pregnant woman, a local business owner, or the mayor of a city–, and the different Urban Living Lab personnel, players will have to make use of a wide range of co-creation tools to bring the city together and address this challenge through collaboration.

### Benefits

- Learning about a wide range of co-creation tools and methods
- Learning about an Urban Living Lab in a simulated real-life environment
- Learning about how co-creation works when addressing complex urban challenges and developing nature-based solutions in cities



# C1 URBAN SYSTEMS ASSESSMENT



## Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

### Facilitation Level

High

### Group Size

variable

### Timeframe

Weeks 2-4

### Benefits

- Idea development.
- Identifies opportunities to improve performance of an organisation
- Stakeholder Involvement.
- Strategy Development
- Understanding the profiles of stakeholders, their beliefs, expectations and relations

### Description

The Urban Systems Assessment is a co-creative process which aims at understanding the status quo of an urban system and based on this knowledge develop targeted interventions to improve its sustainability performance and achieve underlying city goals. In UNaLab it focusses on the area of nature-based solutions and urban resilience. It is based on the Morgenstadt City Lab Methodology and involves offline data analysis as well as an on-site assessment.



## C23 USER PERSONAS



Pexels

### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

### Facilitation Level

Medium

### Timeframe

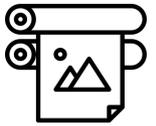
Hours 1

### Materials

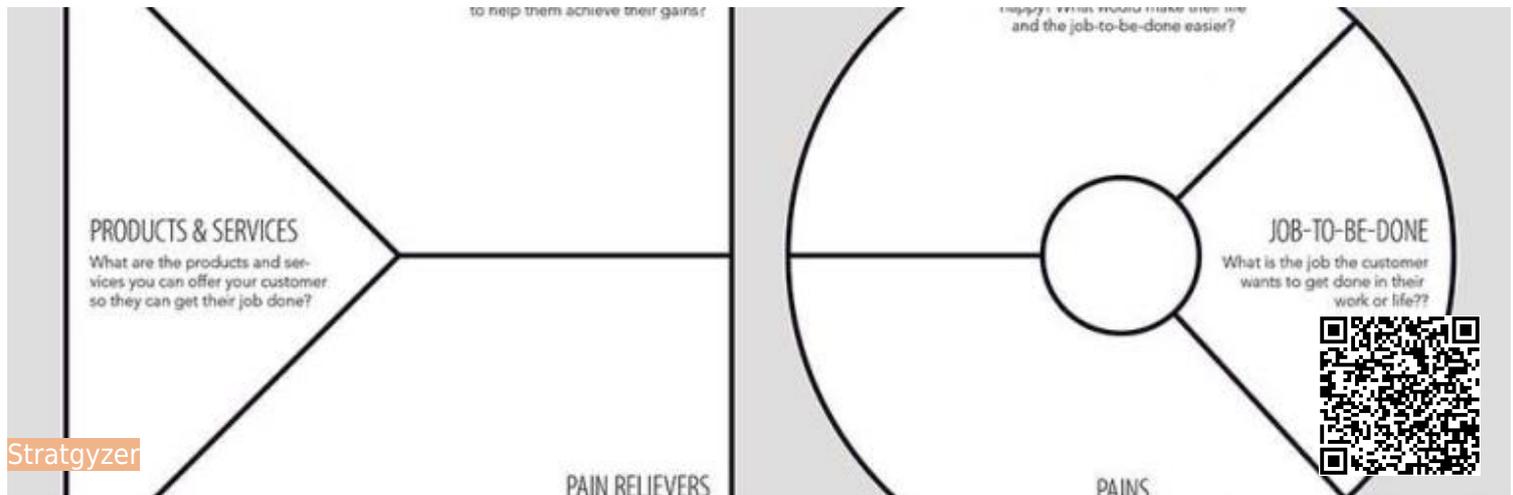
- Persona templates
- Pens

### Description

The persona is a tool designed to help you visualise and better understand your users. It is the starting point of your problem exploration journey. The key to completing a persona is realising that it's never finished. You will be continuously updating it as you gather more stories and insights from your interactions with real users.



## C18 VALUE PROPOSITION CANVAS



Stratgyzer

### Objectives (What is the tool used for?)

Idea Generation	Stakeholder & Citizen Engagement	Need finding	Planning & Development	Evaluation	Learning
-----------------	----------------------------------	--------------	------------------------	------------	----------

#### Facilitation Level

Medium

#### Group Size

5-10

#### Timeframe

Hours 1

#### Materials

- The canvas printed on a A0 poster
- Markers
- Pens

#### Outcome

Product value

#### Description

The Value Proposition Canvas is a tool which can help ensure that a product or service is positioned around what the customer (citizen) values and needs.

#### Benefits

- A simple way to understand customer needs
- Better understanding of how to design products and services that are desired by customers / citizens
- Ensures a fit between a product and a market



## C9 VISION DEVELOPMENT



Pexels

### Objectives (What is the tool used for?)

Idea Generation

Stakeholder & Citizen Engagement

Need finding

Planning & Development

Evaluation

Learning

#### Facilitation Level

Medium

#### Timeframe

Days 3

#### Benefits

- Strategy Development
- Vision creation

#### Description

The purpose of the Vision Development Workshops is to define the desired future scenario for a city for the long term. It is a series of workshops with policy makers, strategy developers, internal and external experts. Local stakeholders (companies, citizens, public and private organisations, and knowledge institutes) are invited to take part. In the workshops the cities ambition is challenged with the drivers for change, that result from expert research. A visualiser captures the rich discussio