

<b>Customer</b>	Municipality of Holbæk
<b>Task</b>	<p>The purpose is to reverse the development of the community democracy and in the long term to boost the involvement of the citizens through a chain of large and small citizens-driven projects which the fiery souls of the town are very enthusiastic about.</p> <p>MillerQuest is involved in the cooperation concerning design and the implementation of the pilot project.</p>
<b>Origin</b>	improving the involvement of the citizens and the community democracy, but it is difficult to get the attention of the citizens of Holbæk. A pilot project aims at having the dreams of the fiery souls brought forward to a political decision and in this way attach the community democracy to lateral projects.
<b>Solution</b>	<p>For six months, the fiery souls of the town will be involved in the pilot project. First of all, dreams and ideas are developed in an idea workshop and secondly the dreams are made more specific in a work seminar. A new project model is developed for projects which are brought forward to a political decision. Afterwards, the projects are initiated through the presentation for the politicians. The pilot project is made possible through a close cooperation between project group, the politicians, citizens and government officials.</p> <ul style="list-style-type: none"><li>• Contribution of underlying structure for the planning of the project period</li><li>• Design of the agenda of and process tools for the idea workshop, work seminar for the fiery souls of the town as well as dialogue meeting with politicians</li><li>• Facilitation of idea workshop, seminar and dialogue meeting</li><li>• Design of a 5-step project model</li><li>• Internal training of the municipality's own consultants in meeting facilitation</li><li>• Design and completion of project evaluation</li></ul>
<b>Results</b>	<ul style="list-style-type: none"><li>• A change of the development for the municipality of Holbæk's work with the community democracy in the town</li><li>• Committed citizens with various interests in the development of the town of Holbæk</li></ul>
<b>Learning</b>	It may be complicated for the citizens to get familiar with the municipal decision system. Recommendation: a citizens-centred initiative "Kend din Kommune" (Get familiar with your municipality) – efforts which strengthen the citizens' knowledge of the municipality.
<b>Testimonial</b>	<i>"During the first six months of 2007, MillerQuest has been attached to a pilot project concerning the community democracy in the town of Holbæk which has aimed at creating a platform for dialogue between the citizens of the town and the politicians. With large professionalism, MillerQuest has assisted in all of the phases of the project (planning, implementation and evaluation) in cooperation with the local fora group of the municipality of Holbæk. In particular, MillerQuest has contributed with tools for idea development and project preparation, but has also supervised</i>

*processes and meeting management in workshops, seminars and dialogue meeting for citizens and politicians.*

*With its large professional insight and a fantastic commitment, MillerQuest has taught us how to hold a good meeting through method awareness and personal presence. As process manager and sparring partner, MillerQuest has given the project an invaluable boost and the consultancy group has received a new understanding of how to create the optimum framework for innovation and networking.”*

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