

## 5 STEPS TO ACHIEVING CHANGE WITH CITIZENS

1. Citizens **ORGANISE**: we train people to build relational power (ability to act) by bringing diverse community institutions together into a team to work for the common good;
2. Citizen **LISTEN**: we train people to listen to each other and their communities to find out what is putting pressure on citizens, families and communities. We spot issues of social injustice that make people's lives difficult but which they feel powerless to do anything about;
3. Citizens **PLAN**: we train ordinary people to act as citizen leaders in their neighbourhoods – to find the issues they can agree on, to research what solution might address the injustice, who has the power to bring that solution about, and what strategy will get Citizens around the negotiating table with the decision-maker;
4. Citizens **ACT**: we train people to participate (with hundreds of others) in fun, imaginative (and legal!) actions to prompt a reaction from our target. The 'reaction' we seek is an invitation to mutually respectful and accountable dialogue in pursuit of change, social justice and the common good.
5. Citizens **NEGOTIATE**: we train our members to achieve social change by negotiating effectively with decision-makers in government or business world, whose decisions impact our members.

