# Co-Creation with Citizens: Techniques & Tools Training Course

Professional Development Training Course Outline

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| **Category** | Public Sector Innovation | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

Co-creation with citizens has emerged as a critical approach for governments, public institutions, NGOs, and development organizations seeking to design services, policies, and programs that are inclusive, responsive, and sustainable. By actively involving citizens in problem identification, solution design, implementation, and evaluation, organizations can enhance transparency, trust, service quality, and social impact. Co-Creation with Citizens: Techniques & Tools Training Course introduces modern co-creation concepts, participatory governance models, design thinking approaches, and digital engagement tools that enable institutions to collaborate effectively with diverse citizen groups and stakeholders.

The course emphasizes practical techniques, facilitation methods, and analytical tools that support meaningful citizen participation across policy cycles and service delivery processes. Participants will learn how to design co-creation initiatives, manage stakeholder dynamics, use digital platforms for engagement, and translate citizen insights into actionable solutions. Through real-world case studies and applied exercises, learners will develop the capacity to institutionalize co-creation practices that improve decision-making, strengthen accountability, and foster innovation in public and community-centered initiatives.

## Programme Curriculum

**Co-Creation with Citizens: Techniques & Tools Training Course**

**Introduction**

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**Course Objectives**

1. Understand the principles and value of co-creation with citizens in public and social sectors.
2. Explore global trends and best practices in participatory governance and citizen engagement.
3. Apply design thinking methodologies to citizen-centered service innovation.
4. Identify appropriate co-creation techniques for different policy and project contexts.
5. Design inclusive participation strategies for diverse and marginalized communities.
6. Facilitate collaborative workshops and citizen engagement sessions effectively.
7. Use digital tools and platforms to scale citizen co-creation initiatives.
8. Manage stakeholder expectations and power dynamics in participatory processes.
9. Collect, analyze, and synthesize citizen insights into actionable outputs.
10. Integrate co-creation outcomes into policy formulation and service design.
11. Measure the impact and effectiveness of co-creation initiatives.
12. Address ethical, governance, and data protection considerations in citizen engagement.
13. Develop institutional roadmaps for embedding co-creation into organizational practice.

**Organizational Benefits**

- Improved quality and relevance of policies and services
- Enhanced citizen trust and institutional legitimacy
- Stronger innovation through diverse perspectives and ideas
- Increased transparency and accountability in decision-making
- Better alignment of services with real citizen needs
- Reduced implementation risks through early stakeholder involvement
- Strengthened community ownership and sustainability of initiatives
- Improved cross-sector collaboration and partnerships
- More effective use of public resources
- Enhanced organizational capacity for participatory governance

**Target Audiences**

- Public sector managers and policy makers
- Local government officials and administrators
- Community development practitioners
- NGO and civil society organization staff

- Urban planners and service designers
- Innovation and transformation teams
- Development partners and donor representatives
- Researchers and consultants in governance and participation

**Course Duration:** 5 days

**Course Modules**

**Module 1: Foundations of Co-Creation with Citizens**

- Definition and evolution of co-creation and participatory approaches
- Benefits of citizen involvement in policy and service design
- Differences between consultation, participation, and co-creation
- Roles of citizens, institutions, and stakeholders
- Success factors for effective co-creation initiatives
- Case Study: Citizen co-creation in urban service improvement

**Module 2: Stakeholder Mapping and Citizen Segmentation**

- Identifying key stakeholders and citizen groups
- Mapping interests, influence, and engagement levels
- Techniques for inclusive and equitable participation
- Addressing barriers to participation for marginalized groups
- Designing engagement strategies for diverse audiences
- Case Study: Stakeholder mapping for a community development project

**Module 3: Design Thinking for Citizen-Centered Solutions**

- Overview of design thinking principles and stages
- Empathy and problem definition with citizens
- Ideation techniques for collaborative innovation
- Rapid prototyping and testing with communities
- Iterative learning and solution refinement
- Case Study: Co-designing a public service using design thinking

**Module 4: Co-Creation Techniques and Facilitation Tools**

- Participatory workshops and focus group methods
- Living labs, hackathons, and innovation challenges
- Visual facilitation and collaborative canvases
- Managing group dynamics and conflict during sessions
- Documentation and synthesis of co-creation outputs

- Case Study: Facilitating a multi-stakeholder co-creation workshop

**Module 5: Digital Tools for Citizen Engagement**

- Online platforms for crowdsourcing ideas and feedback
- Social media and mobile tools for participation
- Using data analytics to understand citizen inputs
- Ensuring accessibility and digital inclusion
- Managing online engagement risks and moderation
- Case Study: Digital co-creation platform for civic engagement

**Module 6: Integrating Co-Creation into Policy and Services**

- Translating citizen inputs into policy recommendations
- Aligning co-creation outcomes with institutional mandates
- Embedding co-creation into service design processes
- Managing expectations and communicating decisions
- Coordinating across departments and partners
- Case Study: Policy reform informed by citizen co-creation

**Module 7: Monitoring, Evaluation, and Impact Measurement**

- Defining success indicators for co-creation initiatives
- Measuring participation quality and inclusiveness
- Evaluating outcomes and social impact
- Feedback loops and continuous improvement
- Reporting results to stakeholders and citizens
- Case Study: Evaluating the impact of a citizen co-creation program

**Module 8: Institutionalizing Co-Creation Practices**

- Building organizational capacity and skills for co-creation
- Governance frameworks and leadership roles
- Developing policies and guidelines for participation
- Resource planning and sustainability considerations
- Scaling co-creation across programs and sectors
- Case Study: Institutionalizing co-creation in a public agency

**Training Methodology**

- Instructor-led presentations and conceptual briefings

- Interactive group discussions and peer learning sessions
- Hands-on workshops using real-world scenarios
- Practical exercises with co-creation tools and templates
- Case study analysis and group presentations
- Action planning and facilitator feedback sessions

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** *+254769199797*

***Certification***

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

***Tailor-Made Course***

*We also offer tailor-made courses based on your needs.*

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.
**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

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