Virtual Public Engagement Resources

Conducting public engagement during a pandemic adds a new layer of complexity to an already challenging process. Now, perhaps more than ever, it is important for natural resource agencies to continue to connect with external stakeholders.

The following list contains some resources that you may find helpful as you navigate this new reality. Please be aware that some stakeholders may not have computer access and more traditional ways of communicating, such as by telephone or mail, may be needed.

Policy Guidance

Interim Guidance for National Environmental Policy Act Processes
Author: Department of the Interior (DOI)
Format: Memo, April 10, 2020
Description: Public participation and document schedules during COVID-19.
Time to Review: < 15 Minutes

Conducting Virtual Public Engagement

Virtual Public Meetings: A Prequel Case Study
Author: Bureau of Land Management (BLM)
Format: Presentation
Description: Case study of BLM's experience conducting virtual public meetings.
Time to Review: 15 - 45 minutes

Digital Engagement, Social Media & Public Participation
Author: International Association for Public Participation
Format: White Paper
Description: A comprehensive presentation of digital strategies and tools for engaging with the public.
Time to Review: > 45 Minutes

[Broadening Public Participation Using Online Tools](#)
Author: Institute for Local Government
Format: Online Brochure
Description: Written specifically for local governments in California, but tools can be applied more broadly. Also provides case studies of successful virtual engagement.
Time to Review: 15 - 45 Minutes

[Best Practices for Virtual Engagement](#)
Author: Local Government Commission
Format: Online Brochure
Description: A detailed brochure highlighting best practices when engaging remotely.
Time to Review: > 45 Minutes

[When the Open House is Closed: A Playbook For Virtual Public Engagement](#)
Author: HDR, Inc.
Format: Online Brochure
Description: A guide to the virtual public involvement process for infrastructure projects, but lessons can be applied to a wide variety of situations and projects.
Time to Review: 15 – 45 Minutes

[7 Tips for Effective Remote Collaboration](#)
Author: The Institute for Conservation Leadership
Format: Tip Sheet
Description: Short descriptions of how to remotely conduct effective collaboration.
Time to Review: 15 – 45 Minutes

[Virtual Public Involvement](#)
Author: Federal Highway Administration
Format: Fact Sheet
Description: Tips on how virtual public engagement can enhance information sharing with the public.
Time to Review: < 15 Minutes

Best Practices for Planning and Facilitating Virtual Meetings

[Facilitating Virtual Meetings Training](#)
Author: DOI Office of Collaborative Action and Dispute Resolution (CADR)
Format: Webinar
Description: A webinar designed to train DOI staff on the basics of conducting virtual meetings. DOI access only.
Time to Review: 15 – 45 Minutes

[Virtual Meeting Resources](#)
Author: Bureau of Land Management (BLM) CADR and BLM National Training Center
Format: Varied
Description: Resources and training for holding virtual meetings, including large public meetings. DOI access only.
Time to Review: Varied

[Toolkit: Facilitating Virtual Meetings](#)
Author: DOI Office of Collaborative Action and Dispute Resolution (CADR)
Format: Word Document
Description: This toolkit accompanies the CADR training webinar, but can be used as a stand-alone document. DOI access only.
Time to Review: 15 – 45 Minutes

[Tips and Tricks for Planning a Virtual Meeting](#)
Author: National Oceanic and Atmospheric Administration
Format: Quick Reference Sheet
Description: Information on planning, facilitating, and participating in virtual meetings with links to more resources.
Time to Review: < 15 Minutes

[10 Tips for Improving Online Meetings](#)
Author: The Consensus Building Institute
Format: Tip Sheet
Description: A compilation of tips for conducting online meetings that are productive and engaging.
Time to Review: < 15 Minutes

[What It Takes to Run a Great Virtual Meeting](#)
Author: Harvard Business Review
Format: Article
Description: 12 Steps to conducting a virtual meeting. Written from a business prospective, but useful information for all.
Time to Review: 15 – 45 Minutes

[10 Tips for Staying Human on Video Calls](#)
Author: NonProfit Quarterly
Format: Online Brochure
Description: Tips on how to be a good participant in virtual meetings.
Time to Review: 15 – 45 Minutes

How to Be Social at a Distance

Author: DJ Case and Associates
Format: Webpage
Description: This page describes techniques, platforms, and other tips.
Time to Review: < 15 Minutes

Techniques for Facilitating Virtual Meetings

Author: National Oceanic and Atmospheric Administration
Format: Quick Reference Sheet
Description: Strategies to help you facilitate your virtual meetings.
Time to Review: < 15 Minutes

Online Tools for Hosting Virtual Meetings

Conferencing Solutions Comparison

Author: Bureau of Land Management
Format: Table
Description: A table comparing different virtual technology platforms. DOI access only.
Time to review: 15 – 45 Minutes

Microsoft Teams, Webex, and Zoom are three of the most popular platforms for engaging remotely. Please check with your IT administrator to determine if you have access to these platforms and for questions on how to get started.

We're Here to Help!

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