

*These are the questions we are seeking your views on at the workshop. They are intended to be used as a guide, please feel free to focus on the ones you are most interested in or consider most important.*

## **Break out Session 1**

### **Stakeholder Engagement Framework**

Q1. Is the principles-based approach effective? Are these principles being met? Are they still the right ones?

Q2. Are the levels of engagement clear and appropriate? Are the tools useful?

### **Engaging with the AER**

Q3. What do you think the AER does well in relation to stakeholder engagement? Are there any specific examples where we got it right?

Q4. What do you find difficult about engaging with the AER? Can you provide some specific examples of where we could have made it easier?

Q5. Where would you like us to focus our efforts to further improve our engagement with you? Can you give us examples of where other organisations do this well?

### **Case study example 1: tailoring consultation**

Q6. What is the best way for the AER to understand and incorporate the views of customers?

Q7. How can we better tailor our engagement?

- What are the risks and benefits of different approaches for different stakeholders?
- Is there a role for informal as well as formal consultation? What could informal consultation look like?

### **Case study example 2: trust and productivity**

Q8. Is current AER engagement sufficiently clear in setting objectives?

Q9. Is this type of decision-making Framework more or less useful than the current AER Framework?

Q10. What is a realistic timeframe for input, and how can this be established? Does it vary depending on the process or project?

### **Case study example 3: informing decisions**

Q11. What examples of two-way dialogue have you found to be effective?

Q12. How should we report on how your input has been considered and applied? Are there examples where it has been done well?

### **The big picture**

Q13. Are there any other issues that you think we should consider to improve the usefulness of the Framework?

Q14. What is the one change you'd most like to see?

## **Break out Session 2**

Q1. The Framework: Do we need it? It is relevant? What should be included in it?

Q2. Would a shorter document be more useful?

Q3. How effectively have we implemented the existing Framework?

Q4. Should we consider alternative approaches, like including overarching objectives? What would this add?

Q5. How should we monitor and report on our engagement activities? Who does it well?