Keys to a successful City Innovation Platform

1. Have a clearly defined start and end point – this focuses minds and reassures partners they are not locked in to an ongoing process.

2. Reach out to city authorities early on and offer introductory sessions on the CIP. Make sure that local people and industry are represented throughout the process.

3. Become familiar with local protocols and customs.

4. Respect and adapt to the fluidity of evolving political contexts.

5. Identify each partner’s institutional and individual constraints and embrace their expertise and reflect these in any formal commitments. This includes budget cycles, strategic planning etc.

6. Ensure each partner has a suitable level of seniority, or sponsorship within their institution. This enables the commitment of time, capacity and financial resources, including decision-making power.

7. Elect as Chair a strategic thinker with an excellent understanding of the CIP to provide leadership.

8. Allow time to refine the CIP’s objectives to ensure all partners are aligned.

9. Establish rules of engagement early on by collectively approving the governance agreement.

10. Use tools and resources at the group’s disposal to make the most of each partner’s contribution.

11. Ensure at least one insurance industry executive becomes a lead coordinator.

12. Be willing to work to a high level of uncertainty and experimentation.

13. Continuously communicate to ensure partners understand all perspectives and promote adaptability.

14. Use skilled independent facilitation at all critical meetings and workshops to ensure dialogue principals are met. Ideally this would be one person throughout, to ensure continuity.

15. Prepare partners with the contextual information they need about the host city. Arrange an initial orientation tour to expose them to local social and economic conditions.

16. Prepare the host city for the CIP and offer workshop materials such as the programme and content overview, the earlier the better.

Ensure your workshops run smoothly

A. Host your workshop in a neutral venue that offers a quiet, accessible space away from City Officials’ offices.

B. Prepare a brief for participants that lay out the rules of engagement and allows for each stakeholder to contribute. Remind them that this is a neutral, non-competitive space.

C. Be mindful of any language barriers that might inhibit confident participation. Make necessary arrangements.

D. Allow for adaptability within the programme and be open to exploring unexpected opportunities.

E. It is crucial that before concluding the workshop you allocate responsibilities to ensure partners follow up and deliver on commitments.