

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 CIPs 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.

