



At a Glance: Your Community Roadmap

Key Questions and Deliverables

Communities **accelerate learning**, simplify collaboration, and turn shared knowledge into action. This overview provides the **key questions and deliverables** for building and sustaining a thriving community. Find your fitting answers in **community co-design iteration**.

1 Why the community?

Co-create a clear purpose that justifies the community's existence. Align its vision with organisational goals and stakeholder needs.

mission statement

story pitch

2 Who in the community?

Identify key stakeholders and ecosystems. Strengthen synergies and distribute leadership for collective ownership.

systemic map

RACI roles and
recognition

3 What are you doing in the community?

Co-define community outputs and activities that match its purpose. Establish a structured work and engagement plan.

SMART actions

engagement plan

4 How are you organising the community?

Implement community governance, collaboration and communication structures and practices for knowledge flow and accountability. Leverage (digital) tools for convening and co-creation.

terms of reference

engagement spaces

5 How are you facilitating the community?

Define necessary competences for community management. Apply participatory facilitation techniques to foster engagement and recognition.

community resources

facilitation techniques

6 How do you define and measure success?

Establish feedback loops to regularly assess your community (ecosystem). Adapt based on key metrics tracking impact on organisational goals and stakeholder needs, maintaining sustainable engagement quality.

feedback systems

multi-method
metrics dashboard

