

Whether you're starting out in online community engagement, planning your next major consultation or seeking to strengthen your organisations' commitment to engaging with its community, our EngagementIQ service packages will ensure you're partnered with the right levels of support, training and strategic advice to help you achieve your goals.



**ENGAGEMENT
MANAGER**



PRACTICE LEAD



ONBOARDING



MODERATION



SUPPORT



TRAINING



ADVISORY



CONCIERGE

ENGAGEMENT MANAGER

Your primary contact at Bang the Table.

Every EngagementIQ package includes a dedicated Engagement Manager (EM) as your central point of contact. Your EM will ensure you get the most value from EngagementHQ, helping you work through priorities, set goals and assist with any technical support queries you may have.

PRACTICE LEAD

Add strategic support to any project.

Our team of Practice Leads around the world have years of experience leading engagement projects and developing targeted strategies. They are here to provide tailored coaching and strategic advice to help you consistently produce best-practice digital engagement for your community.

ONBOARDING

Set your organisation up for success.

Our onboarding packages help you start off on the right note with rigorous site scoping and planning, online engagement and EngagementHQ platform training as well as quality assurance testing before your site launches.

MODERATION

Protection for you and your community.

Moderation protects you and your community against bullying, heckling, and inappropriate behavior as well as ensuring that your forums and discussions are on-topic and privacy is protected.

SUPPORT

Available via email, chat and phone.

Utilise our 24/5 support services via chat and email for expert help, project setup, and quick advice. Access our comprehensive help desk library for video tutorials and help articles to support your use of EngagementHQ.

TRAINING

Capacity building for your teams.

Our ongoing training programs will help you develop your team, learn more about EngagementHQ functionality and accelerate your online community engagement skills.

ADVISORY

A range of strategic and coaching services.

Develop a plan for ongoing coaching and mentoring with a Practice Lead, utilise our project planning services for help scoping your next consultation.

CONCIERGE

Get extra help running your projects.

We understand that resources are hard to come by. If your team is looking for someone to build your engagement project or help set up and maintain engagement tools, we can do the work for you.



Onboarding

Our standard onboarding process helps you start off on the right note with rigorous site scoping, EngagementHQ platform training as well as quality assurance testing before launching your site.

ONBOARDING STRATEGY AND TRAINING

- 30 min **kick-off meeting** with your engagement team to discuss objectives.
- 90 min **site scoping session** for strategy development and best practice advice.
- 2 x 90 min **online accelerators** provide EngagementHQ training for all site admins.
- Regular **progress check-ins and support**.
- Access to online site setup **help desk resources**.
- Pre-launch **quality assurance and testing** session to prepare for project launch.

SITE BUILD AND ACCESSIBILITY (ADD ON)

- **We'll build your site for you** with up to five initial projects. This includes tool setup, managing site settings, mapping your homepage, ensuring accessibility and creating projects based on initial scoping.
- Up to **four site build iterations** are included.
- **Final accessibility report** insures compliance.

A DEFINED PROCESS

STANDARD ONBOARDING PROCESS



Package Options

Our annual support packages are carefully crafted to provide the right mix of support, training and strategic advice. Choose the package option that best fits your needs or mix and match service options for any one of your engagement projects.



CORE
Included

PARTNER
Best Mix

STRATEGIC
Most Support

	CORE Included	PARTNER Best Mix	STRATEGIC Most Support
Engagement Manager	Yes	Yes	Yes
Practice Lead		Yes	Yes
Moderation 24/7	Yes	Yes	Yes
First Response	2 Hrs	2 Hrs	1 Hr
Multi-Language Moderation ¹	Yes	Yes	Yes
Support 24/5 Chat and Email	Yes	Yes	Yes
First Response Chat	15 mins	10 mins	5 mins
First Response Email	2 Hrs	2 Hrs	1 Hr
Access to Help Desk Resources	Yes	Yes	Yes
Invitation to Client Meetups	Yes	Yes	Yes
Quick Phone Support (business hours)	Yes	Yes	Yes
Training			
Regular Webinars and Podcasts	Yes	Yes	Yes
Online Accelerators		2	4
Advisory		Yes	Yes
Annual Coaching Planning Session		Yes	Yes
Annual Coaching Sessions		4	6
Annual Coaching Summary		Yes	Yes
Digital Engagement Project Planning Sessions		2	6
Digital Engagement Site Review and Benchmarking Report		Annual	Annual
Site Review Staff Capacity Survey			Yes
Site Review Community Capacity Survey			Yes

1. Bang the Table moderators have natural language in English, French and Spanish. Comments received outside these are moderated using language translation technologies.



Advisory

Sometimes you need a little help with the heavy lifting. Our EngagementIQ advisory services offer just that, - extra support, strategy or training to help you achieve the best results from your community engagement efforts.

ONLINE COACHING

Work with our Practice Leads to develop your organisational capacity and professional skills. Our coaching service is designed to ensure you have the right advice for delivering best-practice community engagement. Online coaching can be used to help you with organisational buy-in, developing internal processes, reviewing current practices and for learning more about community engagement. Develop a professional learning plan for you and your team and continue to improve your digital engagement capacity.

PROJECT PLANNING

Every successful engagement project starts with a detailed project plan. Going beyond our regular client advice, our team of Practice Leads will help you prepare a fully scoped digital engagement project plan. Starting with project scoping sessions, we'll work with you to define objectives and build a path for execution. We'll identify your audience, scope the project, manage risk and determine the right mix of tools for your project methodology. We'll even help you craft engaging questions to get the right feedback and ensure you are set-up for effective analysis and reporting of your project.

SITE SCOPING SESSION

Map out a comprehensive plan to build your online engagement site. We'll help you decide on the best approach to reach your objective, create an initial site map, and identify your rolling engagement techniques. We'll help ensure you have the necessary brand elements to make your site launch process faster and more impactful.

PREMIUM PROJECT SUPPORT

Need help with staff transitions or filling in capacity gaps with your team? Our premium project support gives you assistance in planning, project creation, site content review, managing your administrator and participant database, as well as premium technical support when you need it most.

DIGITAL ENGAGEMENT SITE REVIEW

Take a deeper look at your engagement practice to identify gaps, opportunities and set benchmarks to measure future performance against. Our team will conduct a detailed review of your engagement site and activities over the last year so you know how to continuously improve results. Our detailed report will include insights about your levels of engagement and site behaviors, tool selection and project execution, closing the loop as well as project evaluation practices. We'll present findings to your executive team so they are informed about successes and can buy-in to your growth plans.

+ STAFF CAPACITY SURVEY

Want to explore your staff's capacity and better understand their digital engagement skills and knowledge? We'll conduct an anonymous survey of key staff and personnel to help you understand the resource constraints or needs to help take your engagement practice to the next level. You'll receive the raw feedback data and an analysis of the survey findings will be added to your site review.

+ COMMUNITY SURVEY

Gain insights from your community to include in your report. We'll facilitate a community survey of a sample of your database, focusing on your most active, average and least active participants. You'll receive the raw feedback data and an analysis of findings will be added to your site review for future consideration.



Training

Practical and hands-on learning experiences for your team. Choose from a range of programs or tailor a training program that meets your specific needs.

GETTING STARTED WITH EngagementHQ

As our most popular session for new users, this program covers the key areas to help you get the most from EngagementHQ. Learn best practice approaches for setting up a project and choosing the right tools; managing participants via the PRM; communicating and promoting your consultations; generating reports and managing site settings.

REPORTING ON YOUR CONSULTATION WITH EngagementHQ

Take an in-depth look at EngagementHQ's inbuilt reporting tool to ensure you are generating the right reports for you consultation. By knowing which reporting features are available you can better plan and execute your next engagement with reporting already in mind.

BUILDING A STRATEGIC APPROACH TO COMMUNITY ENGAGEMENT

This session focuses on the development of a consistent and strategic approach to planning and implementing a successful community engagement project. Take a cohesive look at planning for online engagement and walk away with skills to help you deliver thoughtful online engagement projects.

FACILITATING ONLINE DIALOGUE

Learn how to effectively use dialogue principles to run an effective online forum as part of your next consultation. This session focusses on overcoming risks, understanding and identify different types of dialogue, the importance of moderation the need to have an active facilitator in an online deliberative dialogue space.

TAILORED TRAINING

Let us design a program specifically tailored to your needs. Our team can help you with designing better surveys and facilitating online dialogue, planning for qualitative analysis and best practice reporting on your consultation, strategies for inclusivity and accessibility, managing risk in online engagement and much more.

ONLINE ACCELERATORS

Rapidly increase your knowledge of digital community engagement and the EngagementHQ platform. Delivered via our online webinar software, these sessions go beyond normal group training to provide targeted and personalised online training for your organisation, when you need it the most. Sessions are available on-demand and can be tailored to your specific needs.





Concierge

We're here to help get the job done. Whether it's implementation or execution, our team can step in where you need us.

COMMENT TAGGING

Qualitative analysis is a powerful way to report results, but requires some front end work to make it impactful. Our team can help tag your feedback using our comment tagging tool. Simply provide us with your themes and tagging instructions and we'll tag all comments for you in preparation for your qualitative analysis.

SITE BUILD

A perfect option for organisations who need a fast turn around to launch their new EngagementHQ platform. On receipt of your approved content, we'll build your site for you, work with you on iterations and changes and offer a full quality assurance process to make sure you're ready to launch.

PROJECT PAGE BUILD

Want us to put together a project for you? Our project page build service helps you get your projects built and published with ease. Use this service with our project planning sessions and let us help you develop and publish a best practice online consultation.

SURVEY BUILD

Launch your next survey with ease. Our team can help build your digital survey in EngagementHQ, offering suggestions on how best to structure and build your new survey to maximize features in the platform and responses from your community.

ACCESSIBILITY AUDIT

Improve accessibility of your digital project so it feels inclusive for all residents. Our accessibility audit will review your site for missing alt text, correct usage of heading structures, colour contrasts and complexity of your project copy to ensure your site is accessible for all audiences.

PRE-LAUNCH QUALITY ASSURANCE AND TESTING

Rigorous testing of your site, engagement tool setup, projects and settings. We'll make suggestions, fix errors and provide you with a checklist report so you have confidence your site is ready to launch.

