

A person wearing a red shirt is holding a smartphone. The phone screen shows a social media post with a pink header and text. The background is slightly blurred, showing what appears to be a desk or table with some papers and a pen.

COMMUNICATION AND PARTICIPATION: DOING IT ONLINE

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THE PANDEMIC FORCED US TO ADAPT QUICKLY

- Project due diligence and the pandemic situation
- Can meaningful consultations and baselining be done online?
- What safeguards can be established to ensure integrity of the process?



LESSONS IN USING ONLINE PLATFORMS FOR CONSULTATIONS

If key stakeholders are online, engage them there



Be conscious of representation and inclusivity



Use existing baselines to find the stakeholders



Choose a user-friendly software or app



Build trust: include a "human" component

