

Community Outreach and Engagement: Community Center Listening Session Template

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About: This template serves as an agenda and provides facilitation tips to organize and run a clear, inclusive, and engaging CCRH (Clean Energy Community Resilience Hub) community meeting.

Usage Description: This template can be followed to guide a unique Community Listening Session to spark community engagement for a CCRH (Clean Energy Community Resilience Hub) project.



Community Listening Session Agenda Template

Objective:

Use this agenda and facilitation tips to organize and run a clear, inclusive, and engaging CCRH community meeting.

Meeting Information

Meeting Title: Community Engagement and Feedback Meeting

Meeting Date: _____

Start Time: _____ End Time: _____

Meeting Location: _____

Meeting Agenda

<u>Time</u>	<u>Description</u>	<u>Presenter</u>
(Insert)	Room setup, educational materials displayed, sign-in sheet placed	
(Insert)	Welcomes and Introductions	Project leader and community partner
(Insert)	Introduction to sustainability and resilience	Project leader
(Insert)	Why this project, here, now?	Community partner
(Insert)	Opportunity for resident feedback (breakout or small group sessions, surveys)	All leaders
(Insert)	Discussion and Questions	Project leaders
(Insert)	Project status including opportunities for learning and engagement	All leaders
(Insert)	Concluding remarks and defining follow-ups	All leaders



Community Listening Session Agenda Template

Community Meeting Objectives & Discussion Guide

L.I.S.T.E.N:

- Let residents share their stories, perspectives, and concerns
- Introduce and present accessible climate education
- Solicit dialogue about community needs through small group discussions
- Take negativity as part of the process!
- Educate residents about the capabilities, services, and opportunities of CCRHs
- Never leave out the power of community

Facilitation Tips

- Feedback can feel overwhelmingly negative. But shying away from it shuts down vital lines of communication.
- Negative feedback represents problems to be solved. Try to engage with those problems in small group discussions.
- Evaluate what languages are most common in the neighborhood and prepare oral and physical materials accordingly.
- Residents attend to share their feedback—not to listen to long lectures. Keep sessions short and interactive.
- Incentivize participation with surveys, raffles, meals, or interactive discussion formats.
- Get CBOs and wraparound service providers involved early. Form a diverse Resident Advisory Council.
- Engage all age groups, especially youth. Consider targeted programming for teens.
- Ensure someone is note-taking so feedback can inform planning later.