



# Citizen/Community Member Role Map

*Effective citizens and community members take informed action to make a positive difference in their lives, communities, and world.*

## BROAD AREAS OF RESPONSIBILITY



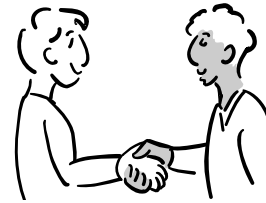
### Become and Stay Informed

*Citizens and community members find and use information to identify and solve problems and contribute to the community*



### Form and Express Opinions and Ideas

*Citizens and community members develop a personal voice and use it individually and as a group*



### Work Together

*Citizens and community members interact with other people to get things done toward a common purpose*



### Take Action to Strengthen Communities

*Citizens and community members exercise their rights and responsibilities as individuals and as members of groups to improve the world around them*

### KEY ACTIVITIES

- Identify, monitor, and anticipate problems, community needs, strengths, and resources for yourself and others
- Recognize and understand human, legal, and civic rights and responsibilities for yourself and others
- Figure out how the system that affects an issue works
- Identify how to have an impact and recognize that individuals can make a difference
- Find, interpret, analyze, and use diverse sources of information, including personal experience

- Strengthen and express a sense of self that reflects personal history, values, beliefs, and roles in the larger community
- Learn from others' experiences and ideas
- Communicate so that others understand
- Reflect on and reevaluate your own opinions and ideas

- Get involved in the community and get others involved
- Respect others and work to eliminate discrimination and prejudice
- Define common values, visions, and goals
- Manage and resolve conflict
- Participate in group processes and decision making

- Help yourself and others
- Educate others
- Influence decision makers and hold them accountable
- Provide leadership within the community

## Become and Stay Informed

*Citizens and community members find and use information to identify and solve problems and contribute to the community*



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

<ul style="list-style-type: none"><li>• <b>Identify, monitor, and anticipate problems, community needs, strengths, and resources for yourself and others</b></li></ul>	<ul style="list-style-type: none"><li>— Talk with people knowledgeable about the problem or need</li><li>— Ask questions that produce relevant information</li><li>— Monitor a variety of media resources routinely, including local and national newspapers, television, radio, magazines, and the Internet</li><li>— Review and revise information about needs and strengths in order to stay on top of the situation</li><li>— Connect issues of personal concern to community needs and problems</li></ul>
<ul style="list-style-type: none"><li>• <b>Recognize and understand human, legal, and civic rights and responsibilities for yourself and others</b></li></ul>	<ul style="list-style-type: none"><li>— Identify instances of injustice and illegality</li><li>— Base decisions on knowledge of rights and responsibilities</li><li>— Take responsibility for own actions</li></ul>
<ul style="list-style-type: none"><li>• <b>Figure out how the system that affects an issue works</b></li></ul>	<ul style="list-style-type: none"><li>— Use relevant services and agencies to gain access to or understand the system</li><li>— Identify formal and informal rules</li><li>— Identify positions of power and powerlessness with the system</li><li>— Identify personal relationship to the system</li><li>— Determine the system's timetable, calendar, and other schedules and plan actions accordingly</li><li>— Predict correctly the conditions and changes that will result from a course of action</li></ul>
<ul style="list-style-type: none"><li>• <b>Identify how to have an impact and recognize that individuals can make a difference</b></li></ul>	<ul style="list-style-type: none"><li>— Find and review historical examples and precedents to determine best course of action</li><li>— Analyze the situation with other people to take action</li><li>— Identify risks and potential consequences</li><li>— Plan doable steps toward goal</li></ul>
<ul style="list-style-type: none"><li>• <b>Find, interpret, analyze, and use diverse sources of information, including personal experience</b></li></ul>	<ul style="list-style-type: none"><li>— Seek up-to-date and historical information supporting all sides of the issue</li><li>— Identify biases and hidden agendas in the presentation of the information</li><li>— Distinguish between fact and fiction</li><li>— Take into consideration the role and influence of the media</li><li>— Apply new information thoughtfully in real-life situations</li></ul>

BROAD AREA OF RESPONSIBILITY:

## Form and Express Opinions and Ideas

*Citizens and community members develop a personal voice and use it individually and as a group*



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

- **Strengthen and express a sense of self that reflects *your* personal history, values, beliefs, and roles in the larger community**

- Place yourself in history as to race, gender, and geography
- Identify your own perspectives, points of view, values, and beliefs
- Identify your own roles in larger community
- Exhibit self-confidence and personal authority
- Share your own culture and beliefs with others

- **Learn from others' experiences and ideas**

- Find effective role models or mentors and act on their guidance
- Ask questions that reflect what the speaker has said
- Integrate new ideas and experiences gained from reading, listening, and viewing into own thinking
- Recognize and articulate points of view different than your own

- **Communicate so that others understand**

- Use a variety of ways for communicating
- Know who the audience is and how to reach its members
- Organize thoughts, opinions, and ideas
- Defend your own position and opinions
- Use communication strategies that help build consensus and understanding

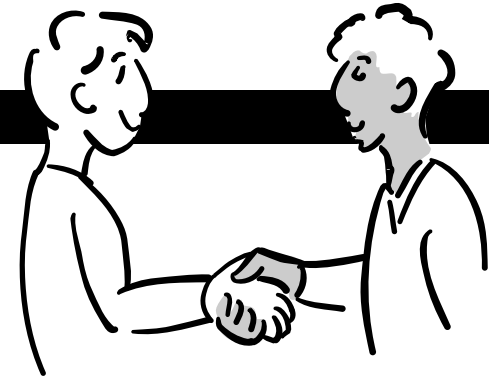
- **Reflect on and reevaluate personal opinions and ideas**

- Distinguish between personal opinions and facts
- Seek and use feedback from others
- Identify how your original position has changed
- Incorporate reflections and new ideas into action

BROAD AREA OF RESPONSIBILITY:

## Work Together

**Citizens and community members interact with other people to get things done toward a common purpose**



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

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• **Get involved in the community and get others involved**

- Volunteer time and resources
- Participate in community events
- Reach out to a diversity of people
- Network with others
- Support the efforts of others actively
- Orient newcomers to the group or community

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• **Respect others and work to eliminate discrimination and prejudice**

- Recognize and address instances of prejudice and stereotyping
- Create an environment in which others are included and welcomed
- Encourage and consider a wide range of opinions and beliefs
- Work well in diverse situations and with diverse groups

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• **Define common values and goals**

- Identify common views and disagreements through open discussion
- Achieve consensus or compromise on the priorities and purposes of the group

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• **Manage and resolve conflict**

- Address conflict and resistance openly and persistently, in a timely manner
- Use a variety of techniques to find common ground
- Focus on issues rather than personality
- Analyze what happens in conflict situations and use this knowledge in the future

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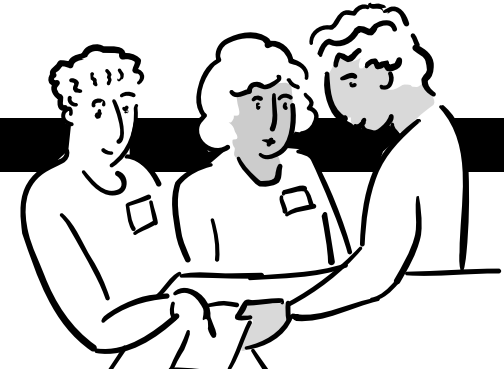
• **Participate in group processes and decision making**

- Understand the roles of group members
- Contribute to planning and implementing activities
- Follow through on group decisions

BROAD AREA OF RESPONSIBILITY:

## Take Action to Strengthen Communities

*Citizens and community members exercise their rights and responsibilities as individuals and as members of groups to improve the world around them*



### KEY ACTIVITIES

### ROLE INDICATORS

*(How? How well? With what outcomes?)*

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• **Help yourself and others**

- Assess personal needs and strengths to determine and/or inform participation in community activities
- Manage and share personal resources, including time, money, and materials
- Advocate for yourself and others
- Report crimes and injustices

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• **Educate others**

- Share information and knowledge from personal experience and other sources
- Use methods appropriate to the audience and event, such as flyers, forums, speeches, and public service announcements
- Inform others of their rights
- Solicit feedback on effectiveness of educational activity

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• **Influence decision makers and hold them accountable**

- Identify and gain access to decision makers
- Express views to elected officials by publicly challenging officials, letter writing, or phone calling
- Work for and support a candidate for public office
- Vote

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• **Provide leadership within the community**

- Initiate and maintain a community activity
- Serve as a resource or role model
- Serve on committees, boards, and other positions of responsibility
- Develop leadership skills in others
- Represent and express the opinions and needs of others accurately
- Follow through on commitments to individuals and organizations
- Document, evaluate, and reflect on action taken