

Bringing Back the Love

**The Emotional Connection of Growth and Change
Through Multi-Community Local Area Planning in
Calgary, AB, Canada.**

Teresa Goldstein
Doctoral Defense
SAPL





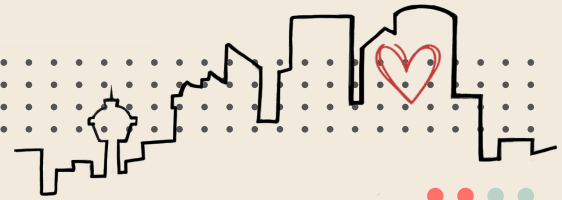
My Journey



01

Growth, Change and Feelings

How did we get here?



Moving away from Collective Gain



Mega public hearing expected on Calgary's guidebook for communities

A graphic featuring the word "YES!" in large green letters and "NO!" in large red letters on a white background. The text is set against a dark background with a red border.

And still..... no love!

A photograph of a large crowd of people sitting in a room, likely at a public hearing. The text "And still..... no love!" is overlaid on the image.

With guidebook, Calgary tries to curb urban sprawl — again
But is it all it's hinged up to be?



Today 5:23 PM

It's Amy from AB Proud. Have you heard about Calgary's plan to let bureaucrats change single-family neighbourhoods to high-density?
www.ProudAB.ca/d/o/BJvCP

Unless you act now, the proposed Guidebook for Great Communities will change our neighbourhood forever.

No Formula For Creating Great Communities

TAKE ACTION ON MARCH 22
Call your councillor and let them know what you think about the Guidebook for Great Communities.

Calgary's guide smacks of elitism: Letters to the editor

From my perspective, the issue isn't 'who paid for the ad?' It's 'why did people feel like an ad like that was needed?'

Opinion: They picked the wrong city planner to quote out of context

Alberta Proud sponsored a post for by Alberta Proud on Facebook
If you think we are making too much of THE GUIDEBOOK then look at this picture. This is from THE GUIDEBOOK consultation. This is what THE GUIDEBOOK thinks "Residential Neighbourhoods" should look like.
Does this look like your neighbourhood? Do you want every street on your neighbourhood to look like this? If NOT, SAY NO TO THE GUIDEBOOK. Call your Councillor and...

Communities, could change your neighbourhood forever. The Guidebook will be presented to Calgary City Council for approval on March 22, 2021 @ 9:30AM. Learn more and have your voice heard by visiting: calgaryguidebook.ca

Put city planning document to a vote: Letters to the editor

Higher density means lower cost; Letters to the editor



Help Communities Build Better
Brought to you by Concerned Calgary Communities



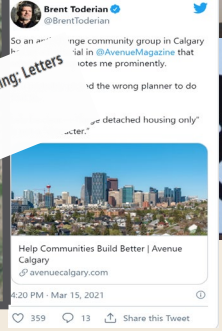
FOR MORE INFORMATION, PLEASE VISIT CALGARYGUIDEBOOK.CA

If NIMBYs had their way in the 1950s, my home wouldn't exist

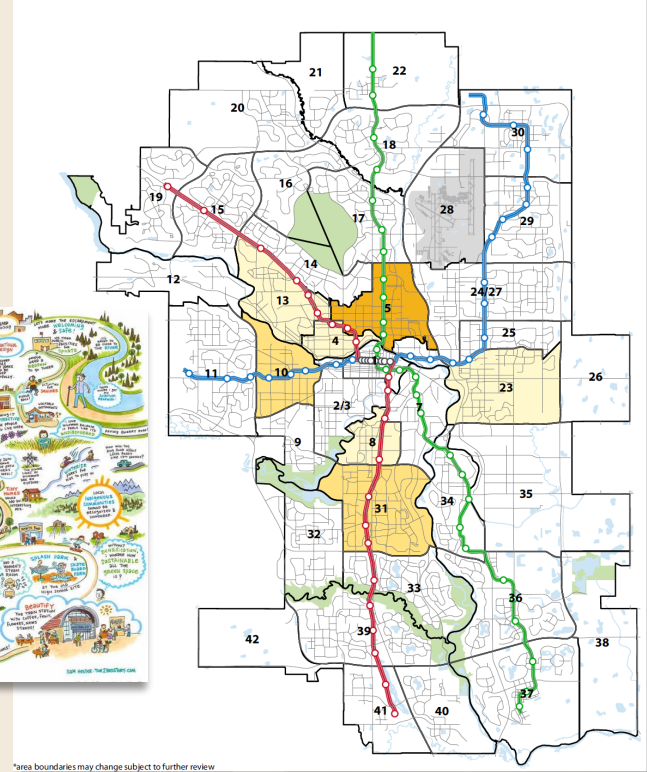
But I live here now — and I'm grateful.

What action can you take so you have time to be informed and heard?
1. Sign the change.org letter found at www.nclap.ca
2. Email the Mayor and City Councillors. Sample letters and email addresses can be found at www.nclap.ca
3. Join the conversation on Facebook at [facebook.com/CalgariansForGreatCalg](https://www.facebook.com/CalgariansForGreatCalg)

PETITION: Support the Guidebook for Great Communities, better planning and reinvestment in established neighbourhoods



Calgary Local Area Plans



*area boundaries may change subject to further review

Local Area Plans (2022)





Jaime Jacob 2021

what does it all mean?

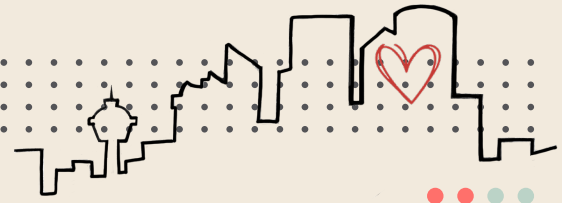




02

Practice-Based Exploration

Understanding my practice in a different way



Design-Science Research Methodology

Research Questions

Objectives:

To integrate emotional considerations of communities into the planning process.



Codesign/ Coinvested

Foster the space for
emotional
connections



Pilot and Pivot

Facilitate a culture
of exploration and
freedom



Reflective Practice

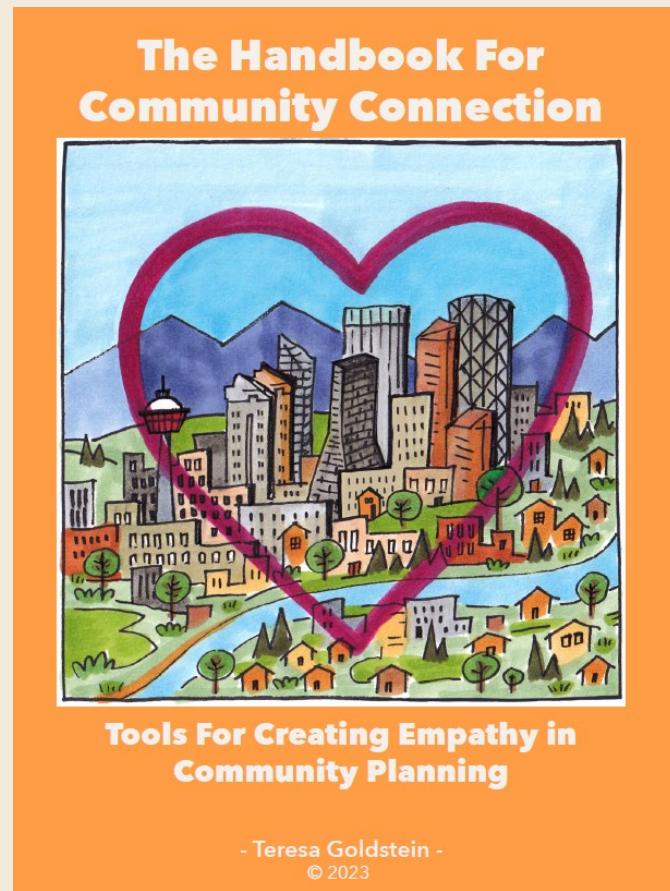
Create an
innovation of ways

Key Informants



03 The Handbook For Community Connection

Tools For Creating Empathy in
Community Planning



Why bring back the love?

Just like humans... communities need connection.

As the authors of change, design practitioners need to think about the human factor in the work we do.

We cannot policy our way out of the challenges and conflict seen between communities and policy makers.

The emotional "signing on" of communities is foundational to the work we do.

Think about this relationship as the most important part of the process.

Think about your practice and how you currently facilitate community connection.

**Positive experiences drive trust.
Negative experiences cause us to shut down.**

Why think about love in the context of community change?

Humans define themselves through a number of different ways; their home or "place" is one of them. Our connection to our place is something deep inside our heart. It meets our emotions.

Remember: Emotions are not rationale. It is what makes us human. Emotions rise up even when our brain knows differently than the heart.

Considering emotion in the context of community change humanizes our practice. When we see ourselves as humans first, practitioners second, we can connect more easily with one another. Build understanding, instead of just anger.



image source: City of Edmonton

Building Up Community Capacity

OVERVIEW: Support community to build skills and knowledge for local planning initiatives.

GOALS: Work with communities as a matter of habit and building relationships. When talking to communities, aim to build relationships rather than just asking for feedback.

- Scale up existing community networks (Community Associations, Business Improvement/ Revitalization Areas, interested parties, volunteers) with resources, support, and deeper conversations.

BENEFITS: Provides additional capacity for communities to participate in the growth and future of their community.

- Builds trust outside of adversarial frictions.

Think about this relationship in the longterm. Nurture it. Give it time and effort.

OPPORTUNITIES:

- Think about a dedicated “Planning Liaison” in every community you work to help build these relationships outside of the “required” engagement.
- Give communities someone to call when they need to.





Using The Working Group Model

OVERVIEW: Designed to create a volunteer representative sample of community members.

GOALS: Use a working group to:

- Create local advocates/experts in the process.
- Empower decision making as a collective rather than just governmental.
- Share risk throughout the process.

BENEFITS: Agreeing on the process before starting helps to avoid surprises later on.

- Identifies community priorities.
- Defines the pain points openly.
- Works in a partnership to solve them.



**Change is
incremental
and layered.**

**Get comfortable in
your new layers.**

04

So What's Love Got to Do With It?

Memorable Reflections and Conclusions





Memorable Reflections

1. Design Frameworks vs. Solutions
2. Immerse Yourself
3. Build Empathy Everyday
4. Reawaken the Early Days
5. Prioritize Relationships!
6. Embrace Risk Taking
7. Transparency is key

**Who Do
We Need
To Be As
Professionals
To Do This
Work?**

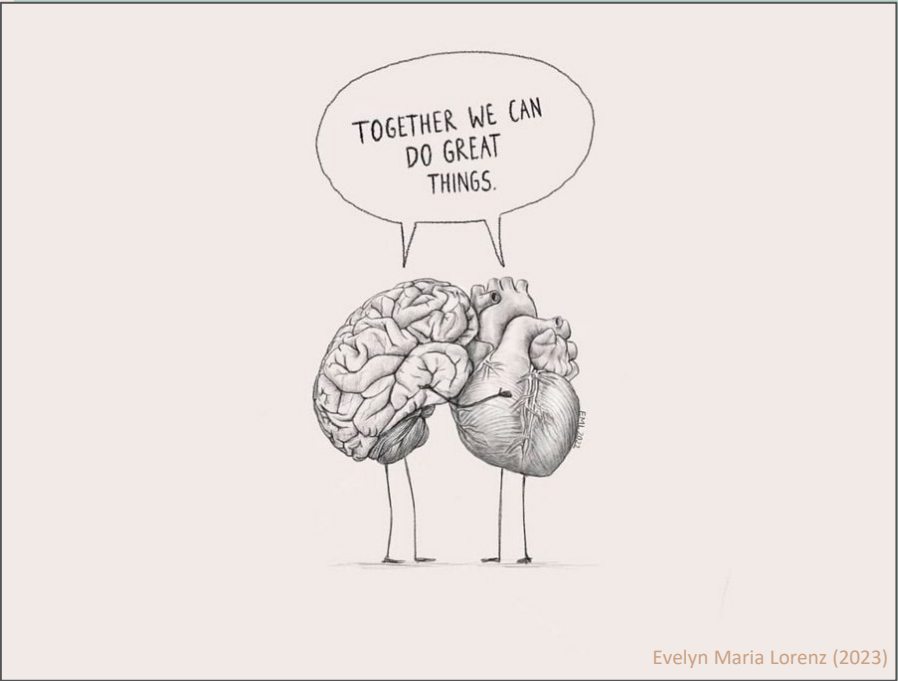




Layering our Practice

I will embody and carry forward the concept
of being a deliberate, reflective practitioner
while being one myself.





Evelyn Maria Lorenz (2023)

