

# Group 4

## User Engagement in RCOFs

# Recommendation 1

- RCOFs should develop deliberate and targeted partnerships
  - Mapping users and identifying those that are ready and interested
  - Clear about what the objectives of the COFs are – different sets of objectives in terms of user engagement depending on region
  - Not trying to too much – possibility of “pilots” to test and refine
  - One sector or problem-area as a start – co-exploration of climate sensitive decisions and potential use of forecasts in decision-making to inform product development
  - Limit the objectives of the COFs to be more manageable

# Recommendation 2

- New Approaches to Feedback

- Lots of experience on unsuccessful approaches
- Mechanisms for continuous feedback
- More creative ways to solicit feedback – with those who know how to do so (e.g. social scientists)
- Accountability from the producers
- Users often don't know how to provide feedback / communicate needs

# Recommendation 3

- Relationship-building, Trust, and Ownership
  - Communication – transparency about the forecast and limitations of the science, limitations of capacity, etc. – setting expectations
  - Mutual capacity building of both producers and users – different kinds of capacity, not just technical capacities – building common language and understanding
  - Building climate services teams – different skills, need for co-design and co-delivery to build joint ownership
  - Clear roles / responsibilities in building the information that is generated

# Recommendation 4

- Technical recommendations
  - Tailored products – more relevant parameters, thresholds, different climatologies, etc.
  - Rethinking probabilities – needs to be more accurately linked with confidence (i.e. forecast probabilities should be framed to indicate the skill?)
  - Data availability (not just climate data) is a key issue in developing new products