

Consultation with INSTO Observatories on Water Management organized by the Observatory of Málaga – 11th July 2024



Purpose

- Diversity: Get input from other destinations to adapt the relevance to a wider scope of destinations
- Relevance: Get input on report relevance
- Get buy-in: Promote the work we do and the result

Video Recording of the sessions and Harvesting PDF

- Morning session (10 am CEST)
https://us02web.zoom.us/rec/share/ijTiChowFzOzt6m0VSdpT4Lk_BXfxj23s8kpGCH7tlalJ7R7thU2Ni6EkHmPvJyJ.zJIVqulZkiL-gqPp
- Afternoon session (17 pm CEST)
https://us02web.zoom.us/rec/share/l8jk3T_fxEO58GsiAznWolmTYsXkZIEVULBBp5gyuJcOnb-vmeHt8vTK9zC7yMJI.HKuuVzi_m0JVTsvU
- Harvesting PDF
https://drive.google.com/file/d/1Uapl4VzFFd9L8ysYeNgNAIn44mWfVsTe/view?usp=drive_link

Session script

10 am CEST / 17 pm CEST

Time	Description	Who	Tech / Harvest
16:30 30min	Organizing team meets: <ul style="list-style-type: none"> Screen sharing during presentations? Walk through and share that we might drop 1-3 all in case of time restrains Invite all to participate Check-in: <ul style="list-style-type: none"> Welcome Registrations: 25 Renaming 		
17:00 10min	Upon arrival rename yourself: Add name, destination, country Meet & greet moment, rename, camera on Then sent in groups of 3	Mira	Hugo creates groups
17:10 5min	Introduction (Günter & Dirk) - 5min Welcome by Prof. Dr. Günter Langergraber, BOKU University Vienna, Austria and Dr. Dirk Glaesser, Director, Sustainable Tourism and Resilience, UN Tourism Participatory session!	Günter / Dirk	
17:15 15min	Context about the results (Günter & Jan) Introduction and context on the focus of the upcoming report on tourism and water management by Prof. Dr. Günter Langergraber and Mr. Jan Tervoort, Researcher, BOKU University Vienna, Austria	Günter / Jan	
17:30 10min	Specific issues with water management in tourism Morning session: Experiences from Lake Toba, Indonesia; Prof. Dr. Nurlisa Ginting, Sustainable Tourism Observatory of Lake Toba, Indonesia Afternoon session: Ms. Ellen Walker-Matthews, Sustainable Tourism Observatory, Thompson Okanagan Tourism Association (TOTA), Canada		Hugo creates groups of 4 (5 with people from UNWTO)

17:40 10min	<p>Intro to Mural</p> <p>Short check-in with rain drops:</p> <p>(Why we do check-in)</p> <p>Based on the existing output generated in the Malaga workshop, what is the most important aspect in my destination? (1 water drop per question)</p>	Hugo + Mira	
17:50 20min	<p>Round 1: What should be added / what is different in my destination? (mention your destination+harvest by room number!)</p> <p>Sub-questions:</p> <p>Focus 1: Water consumption in our context</p> <p>What should we consider when discussing water consumption in our region? <i>e.g. water restrictions, indirect water use (like food production) or water distribution across different sectors</i></p> <p>Focus 2: Measuring water consumption in our context</p> <p>How and why are we measuring water and what could be improved? <i>(as well considering freshwater, greywater or rainwater)</i></p> <p>Focus 3: Ways to reduce water consumption</p> <p>What are effective ways to reduce and/or optimize water consumption?</p>	Mira intro	
18:10 5min	hear a few voices	Mira	Hugo to reshuffle rooms
18:15 20 min	Round 2: What would need to be in the report to make it relevant to my destination? (give examples if possible)		groups of 4 (5 with people from UNWTO)
18:35 15min	<p>Harvest in plenary:</p> <p>Share screen and read what came back, hear 1-2 voices. Then open for comments from Günter and Jan</p>	Mira & Hugo	
18:55 5min	<p>Check-out: Explain why we do check-in & out</p> <p>Conclusions in chat + a few voices 5min</p>		

19:00 5min	Closing: Günter, Dirk & Ricardo		
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Facilitation team feedforward

Participatory processes in water management at the destination observatory level offer significant value and opportunities, as shown by the example of Málaga. The Málaga observatory brought together different stakeholders, including local communities, government agencies, and businesses from the hospitality and water management sectors to discuss water management challenges. This gathering led to a valuable exchange of knowledge among stakeholders with diverse perspectives, reflected in this report.

By engaging all parties we created a constructive dialogue, fostering co-ownership of the generated output and building trust among regional actors. This is essential for promoting regional innovation and resilience in addressing water challenges.

Professional support in participatory processes can make these efforts more efficient, inclusive, and effective, leading to better water management outcomes. Facilitators like us can help refine questions, offer suitable dialogue formats, and guide conversations towards a balanced and fair collaborative decision-making environment.

Commentary by process facilitators Mira Bangel and Hugo Lopes, who guided the consultation process.

Observations of the Malaga event:

- Excellent number and diversity of participants created value in itself (participants could naturally benefit from each others' knowledge)
- Participants were committed, open to contribute and we managed to create a sense of co-ownership
- Active participation of all actors (including UN Tourism, Malaga municipality and BOKU university) supported trust building
- We managed to build bridges and connections between stakeholders which created value beyond the consultation process

Observations of the online consultation process

- Mix of participants could be improved with relation to numbers and diversity: We had less participants than expected and several participants from the same observatory
- The participatory approach was a new experience and generally well accepted by participants
- The overall flow and use of tools like Zoom and Mural allowed all participants to contribute and did not hinder but accelerate collaboration
- Participants could naturally benefit from each others' perspectives, knowledge and shared struggles, which created value in itself.
- Participants were committed, open to contribute and we managed to create a sense of co-ownership
- Active participation of all actors (including UN Tourism, Malaga municipality and BOKU university) supported trust building

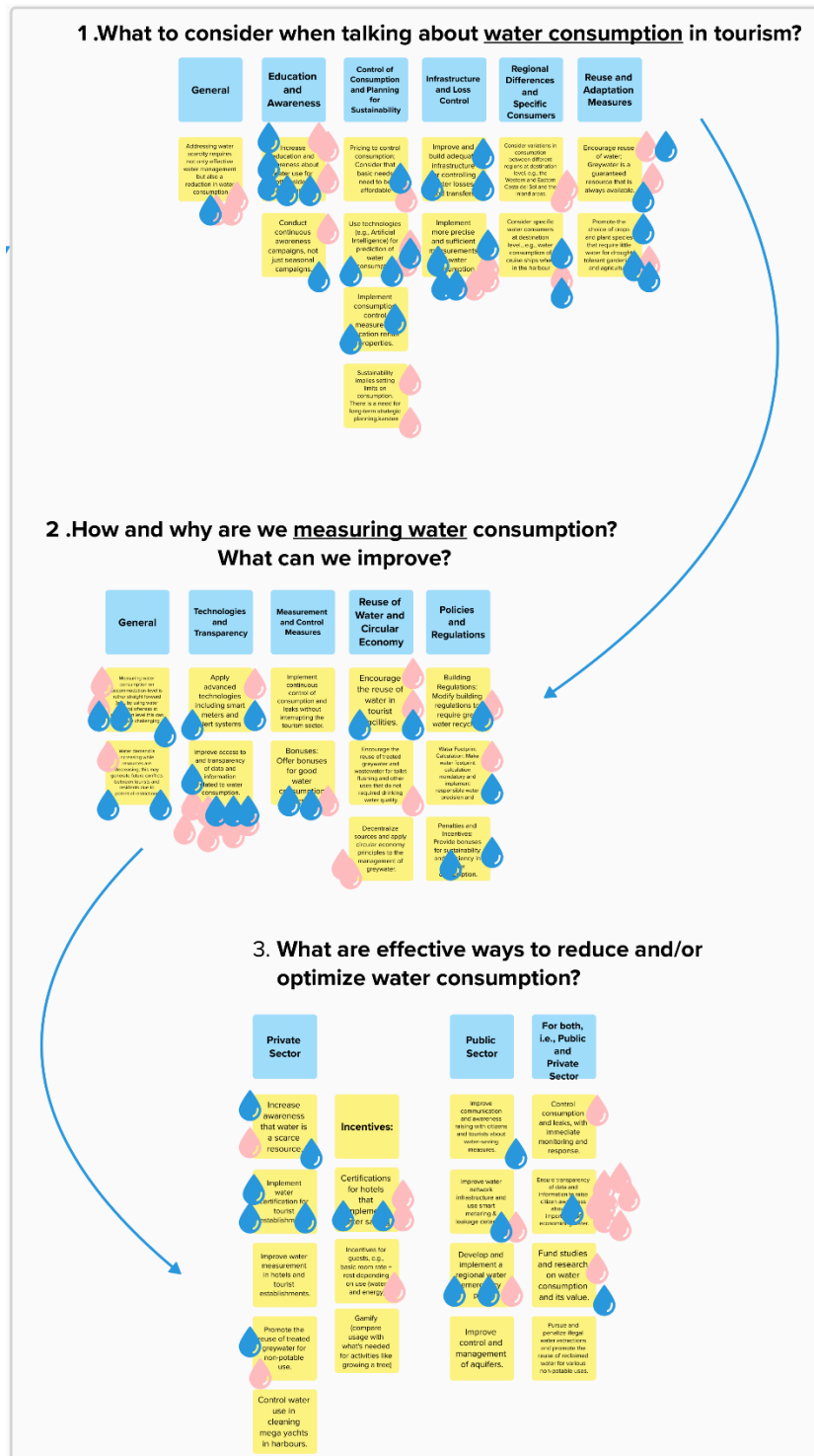
- The session uncovered a need to bring together regional stakeholders in similar ways as it was done in Malaga (case study?!)
- A knowledge sharing challenge: Standards, examples and data exist (globally and regionally) and need to be shared more widely and need to be prioritised.

Ideas and Possibilities:

- Malaga launch event: Use the opportunity of presenting to generate further participation by actors in Malaga and in other destinations. Extend the stakeholder group based on the learnings generated so far.
- The report as a dialogue tool: The possibility to generate a continuous dialogue with the report, rather than simply treating it as a knowledge repository
- 'Roadshow style' continuation of the watermanagement dialogue towards an active community of practice: Invite observatories to step forward and host water management knowledge sharing sessions, where different relevant stakeholders and regional experts as well as other observatories are invited to foster knowledge exchange.
- Possibility of capacity building on collaboration and participatory leadership for the observatories and UN Tourism.

Harvesting by the participants

Check-in: Based on the existing output generated in the Malaga workshop, What is the most important aspects in my destination? (1 drop per question)



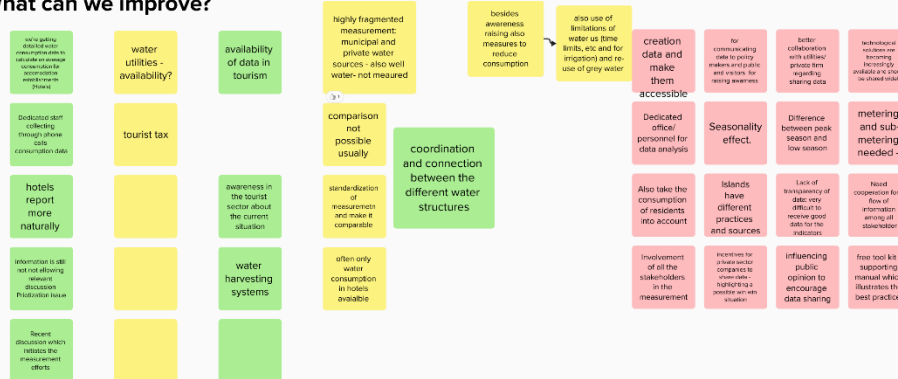
Group work 1: What should be added / what is different in my destination?

1.What to consider when talking about water consumption in tourism?



2 .How and why are we measuring water consumption?

What can we improve?



3 .What are effective ways to reduce and/or optimize water consumption?



Group work 2: What would need to be in the report to make it relevant to my destination?

What would need to be in the report to make it relevant to my destination? (give examples if possible)



Check-out: What is my main reflection from today's workshop?

