

## Representing Discourse through Argument Mapping Techniques

# Overview

- Online Consultations need support to realise their potential.**
- Importance of ‘Deliberation’.**
- Facilitator a key rôle in getting good results.**
- Discourse Analysis and measuring deliberation.**
- Argument mapping: making sense of complex issues.**

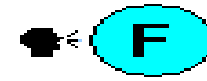
# Discourse Icons



Fact (general)



Request fact



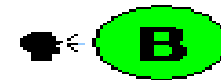
Provide fact



Belief (general)



Request belief



Provide opinion



Anecdote



Value



Prediction



Agree



Disagree



Uncertain



Source



Off-Topic



Conclusion

# Benefits

## □ Facilitator

- Host – introduction to discussion topic.
- Host – weekly summary.
- Librarian – summary of debate when closed.
- Reporter – supplement to evaluation report.

## □ User

- Clarifies argument structure.

## □ Consultation Owner

- Overview of consultation responses.



# Map of Discussions in Forum

January - May  
2005



What are the best and worst things about Wolverhampton?



A & E services for Older People.



Public Transport



Is Wolverhampton becoming part of Greater Birmingham?



Webcast of the annual Council meeting



Should baseball caps & 'hoodies' be banned from shopping centres?

June - December  
2005



Talk to your Police Chiefs



RE: epanel discussion - Should baseball caps and 'hoodies' be banned from our shopping centres?



Love Wolverhampton

Raised: 20.12.05.  
2 replies  
Last Message: 6.1.06

January - July  
2006



Healthy lunch times for secondary schools



Transportation Network Management Service - the work we do in the community



Transportation Dept.



Consultation on possible topics for security



Road crossings?



Markets consultation



Housing in Wolverhampton



**Re: Should baseball caps and 'hoodies' be banned from our shopping centres?**

Once again it's the majority who have to suffer for the few.  
Just as motorcyclists have been for decades just because they wore leather jackets for protection and nothing to do with violence.

Reply



**RE: Should baseball caps and 'hoodies' be banned from our shopping centres?**

Hi,

Yes I agree to have a ban on hooded sweatshirts in shops and any other public places. People should only have their hooded sweatshirts over their head if it cold or raining. "Trend or no Trend" these youngest are disgrace to society on the way they dress and hang about in city centres and shopping. They have so much going for them its about time they take a good look at themselves in the Mirror they would find the answer.

Shopping Centres and any public places should be allowed to take whatever measures necessary to curb anti-social behaviour? These people are a waste of space, the government should introduce a learning centre for them where they can learn to be respect themselves, their surrounding and authority.

Regards



**Re: Should baseball caps and 'hoodies' be banned from our shopping centres?**

Im sorry this strikes me as nannying in the worst possible way. Whatever next regulation haircuts! I totally understand that the yob culture needs tackling however i fail to see how discriminating against todays youths fashion is going to help.

Reply

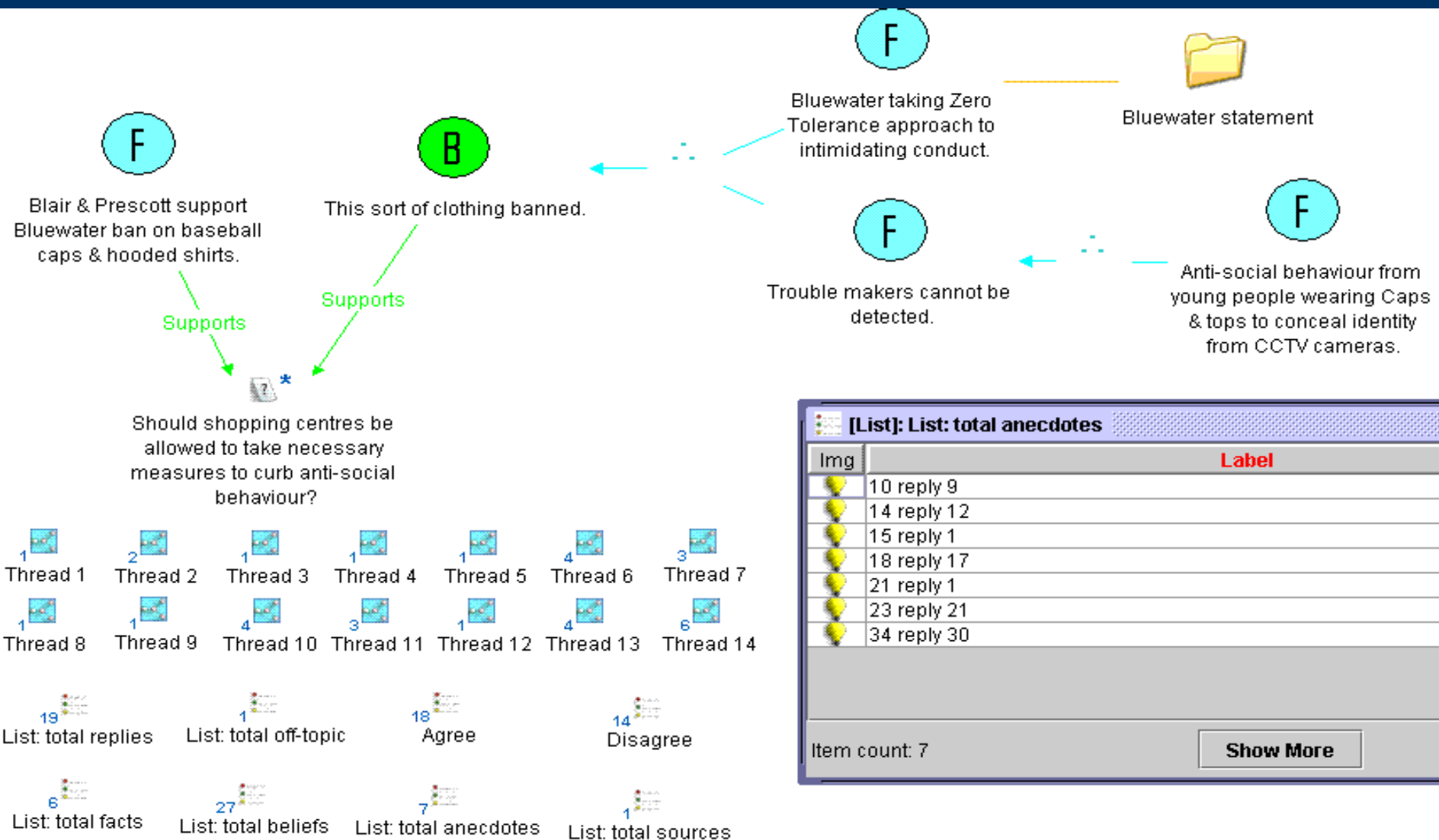


**Re: Should baseball caps and 'hoodies' be banned from our shopping centres?**

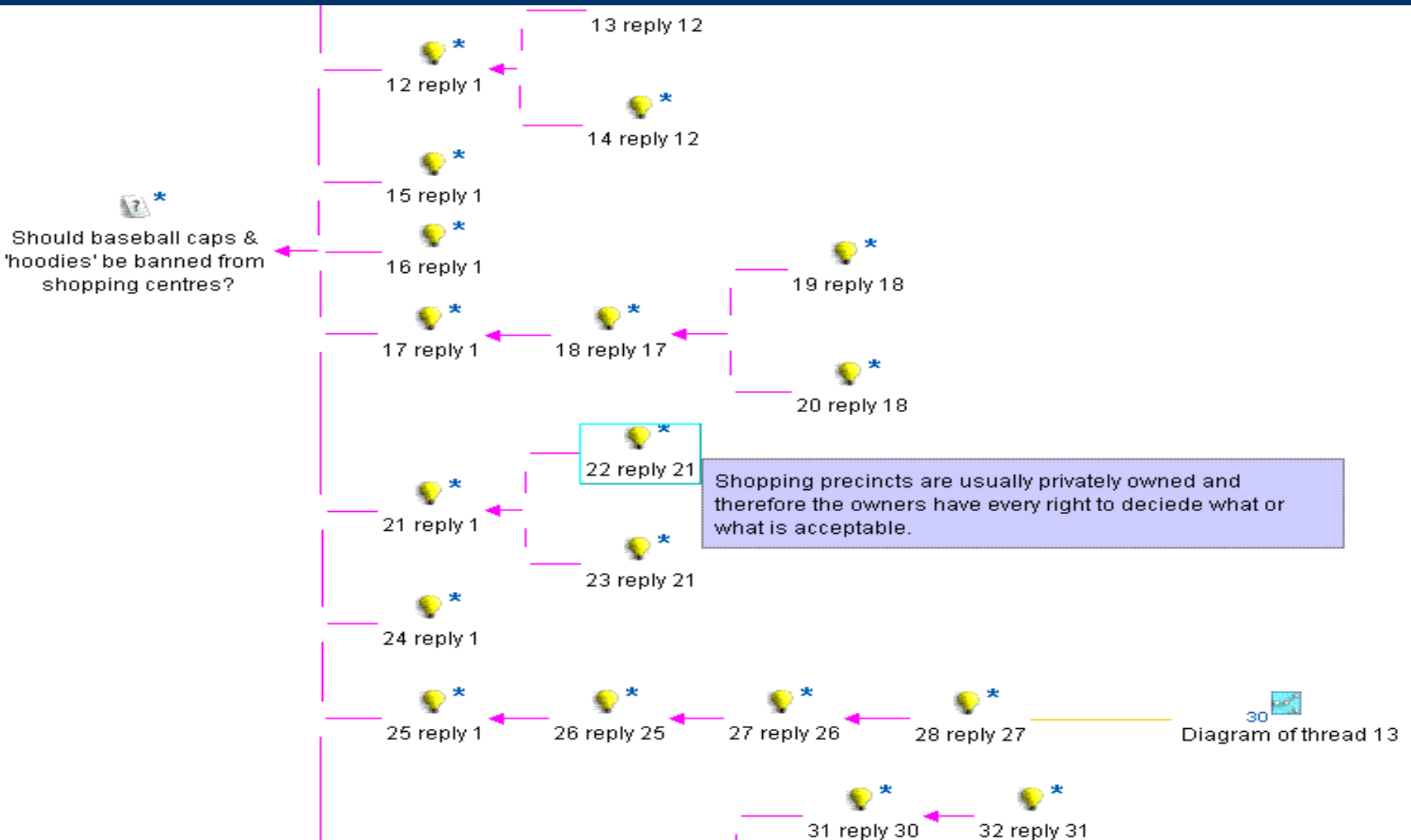
Youth fashion is acceptable, we were all young once, HOWEVER, the hoody culture appears to be the equivalent of a uniform adorned by those who want to anonymously switch to yob mode, they think they can get away with it since they can't be identified. If they are perceived as "victims" of a nanny state then what of the countless victims suffering from crimes committed by them.

Reply

# Map of whole Discussion

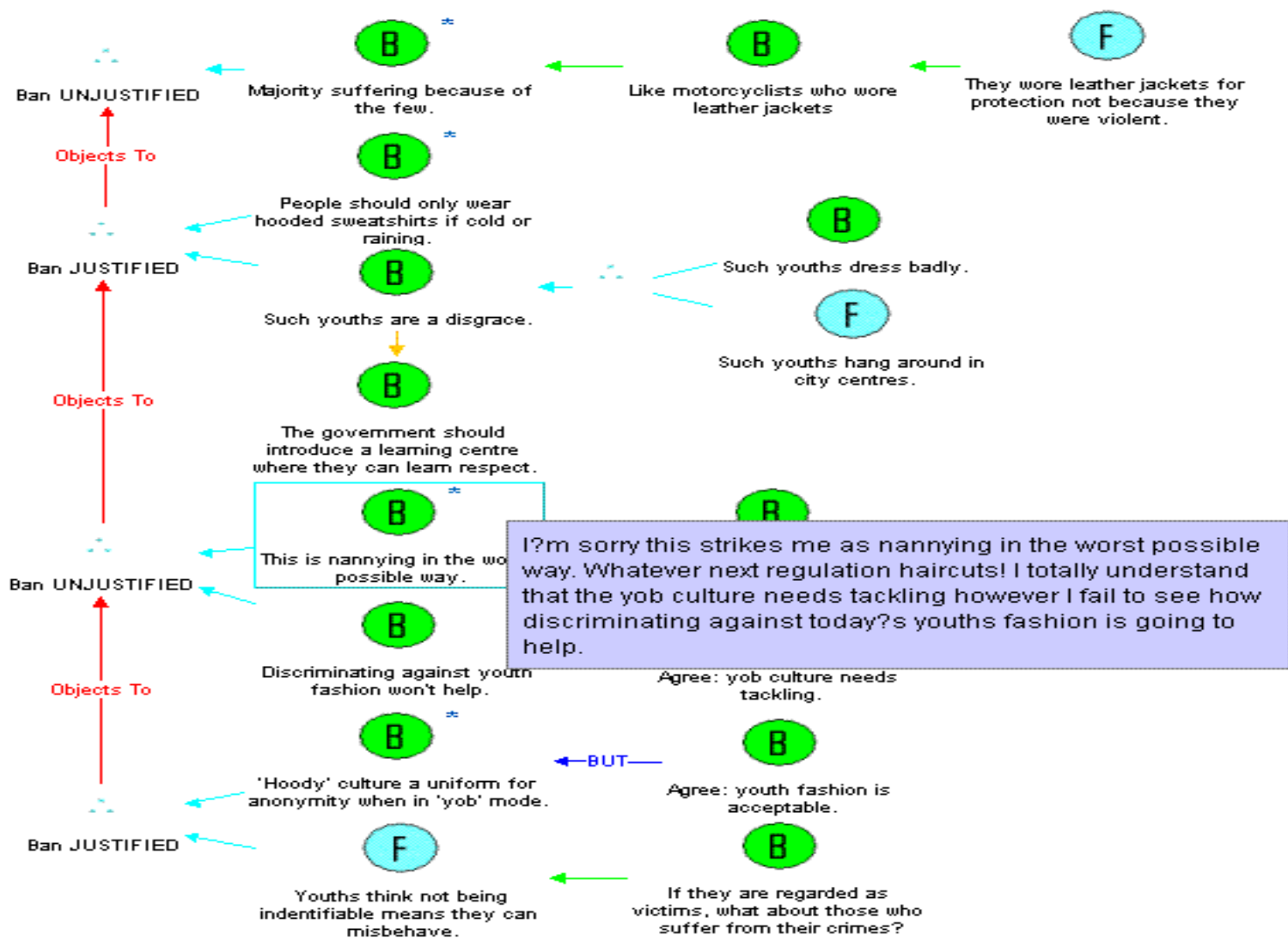


# Display of Threads in Discussion

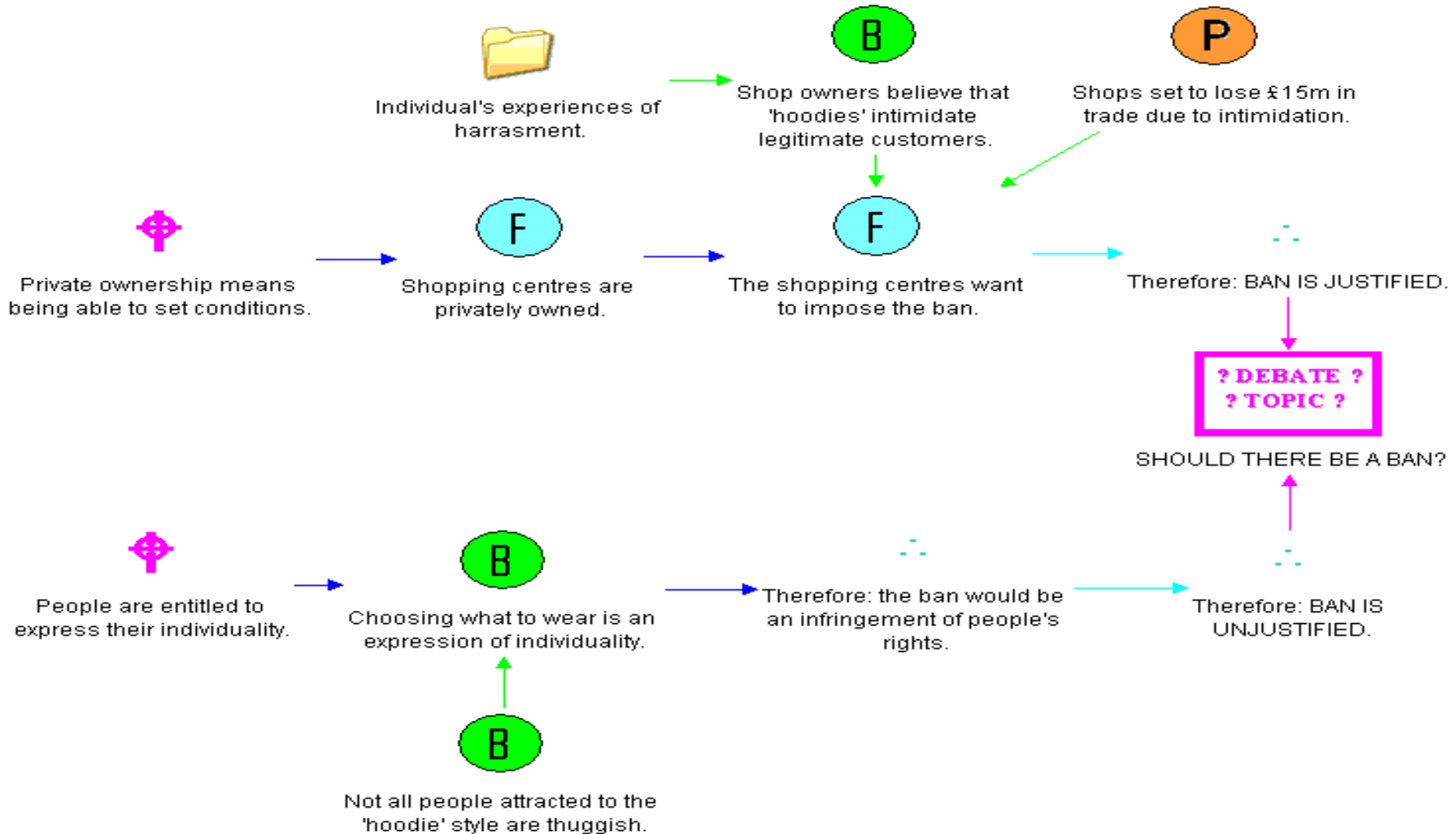


# Display of Single Thread within Discussion

Should shopping centres be allowed to take necessary measures to curb anti-social behaviour?



# Moderator's Overview of Discussion



# Problems & Further Work

## Problems

- Resource implications.
- Objectivity.

## Further work

- Utilise other Discourse Analysis dimensions.
- Maps of topics rather than threads.
- Allow users to create arguments with these icons.

# Conclusions

- Online Consultations a valued means of participation.**
- Supporting Facilitation vital to meaningful debate.**
- Data available through Discourse Analysis.**
- Present this data using mapping techniques.**
- Provides overviews of debate:**
  - To stimulate participation.**
  - To assist in evaluation.**