

Sample Feedback Questions after a D & A Dialogue

A- Facilitation

What are your impressions? What worked? Why?

What did not work? Why?

What was different from other gatherings/meeting we usually lead?

What did you observe about the participants?

What are you definitely not going to do - what do you want to do differently?

B- D & A Dialogues Outcomes:

1) What **CONCRETE ACTIONS** have been taken as a result of this D & A dialogue (what, who and when).

1) How can the observations and ideas that emerge during D & A dialogues be turned into immediate actions?

C- Sharing the process and its results beyond the unit

1) How do we intend to record ideas/observations/actions and feed them back to the community?

2) How can we build momentum so that a critical mass of people is involved and the flow of ideas/changes becomes visible to all?

(Who should be involved in this discussion? When should it be raised, in which forum?)

Note: Robust feedback loops are essential and finding ways to make these visual and tactile rather than simply aural or written will help staff access the information and values of PD.

Bulletin boards, posters, maps, displays or photos of new supplies, stories of small innovations and successes featured in hospital newsletters, etc. have all proven useful at other sites.

How do we know if the D & A dialogue is successful?

Outcomes:

1. A PD individual and/or strategy has been uncovered
2. An action (or actions) has been decided about a particular issue with concrete answers to what, when, where, with whom, etc...
3. A date has been set for a next meeting
4. Decisions have been made to expand the network, connect individuals and department (work on the interdependence)

Process:

Participants are energized

Participants are engaged, conversing among themselves without deferring to the authority figure (the facilitator) in the room

Staff take on the initiative

Unlikely person joins in