

... Look back, move forward



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■ This exercise has three steps

1. All participants write down (chalk, post-it notes etc.) two things that went well / are going well
 - They do this in silence so “leaders” or “loud people” don’t influence quieter participants
 - If you want you can move to step (2) OR organise post-it notes into themes and have a discussion about these themes / add / amend themes
 - This is user generated evidence of efficacy
2. Participants write down what could have been done better
 - Only one thing. Too many and participants become negative
 - We use the phrase “could be done better” instead of “bad” or “poor” for the same reason
 - Do this in silence
 - Move to step (3) or organise post-its and discuss
 - This is user generated evidence of market failure / social market failure / need
3. Participants write down what they want to happen next
 - In silence, two or three activities, organise and discuss
 - This is user generated evidence of demand for more or new services
4. IF you haven’t organised and discussed topics you can do this now
 - You don’t need to write this up. You can just take a photo of the wall / post-it notes / whiteboard