Weaving Feedback Tool

Use the following tool to help identify opportunities to share feedback between teams, including what to share and how to share it.
NOTE: The term "team" refers to any relevant group including steering committee, action team, resident groups, etc.

ABLe change
Simple rules. Small wins. Big changes.

What feedback loop is needed?	How should feedback be shared?

SUCCESS:
group has a success they want to share with other teams so they are aware.
	1. Identify which teams need to hear this update
	2. Add an item to their upcoming agendas to give the update
	    • Frame the update within the shared outcomes
	    • Ask team if they see any opportunities to leverage this success within their own efforts, or align their work to support the success

PROBLEM-SOLVING:
a system issue (e.g., cumbersome application process) or implementation barrier (e.g., not all staff are using new protocol with clients) has come up during a meeting or outside conversation that another team is positioned to help problem solve.
	1. Flesh out this system issue or implementation barrier with the people who raised it. Get who, what, where, when, how, why details
	2. Identify which teams and/or specific team members are positioned to help problem solve
	
	    If the system issue or implementation barrier involves a particular organization…
	    • Meet with the leader of this organization in private before their next team meeting.
	    • Share the system issue or implementation barrier, grounding it in the overall outcomes and work of the organization (normalize where necessary)
	    • Invite them to take leadership around helping to problem solve, identify some next steps they can start taking.
	
	3. Add agenda item to upcoming meeting to engage team in problem solving the issue.
	    • Frame issue around the shared outcomes and role of the team
	    • *If applicable: Ask the leader you met with before the meeting to share their ideas for how to address the issue, what steps they are taking
	    • Facilitate conversation to see how the team can help problem solve this issue

QUESTIONS: group has a question to ask another team (e.g., to better understand an issue, get feedback on a strategy idea, etc.).	1. Identify which teams are best positioned to answer this question 2. Add an item to their upcoming agendas to ask question 3. Take notes on their responses, and share feedback with initial team asking the question
IMPLEMENTATION: group is trying out a new strategy, and they need their own (or other) team members' help with gathering rapid feedback from residents and/or staff on whether it's working.	1. Bring up the opportunity to gather rapid feedback on the team's strategy/efforts, either on the agenda or during the team's conversation. 2. Identify who on the team can help gather this input through their organization (e.g., by having staff ask residents in waiting room or at end of service visit, and/or by asking in a staff meeting) 3. Follow up with these individuals to make sure they are able to successfully gather this input 4. Add agenda items to next meeting to have these individuals share what they are learning

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Weaving Cheat Sheet

Use this cheat sheet to identify opportunities to weave feedback across groups and stakeholders.

Meeting/Conversation:	Date:

What feedback opportunities emerged during this meeting or conversation? (refer to column 1 on prior page for examples)	Which stakeholders/groups should this feedback be shared with?	What are next steps? Who is doing what, by when? (refer to column 2 on prior page for examples)