



Fast feedback technique – Plus/Delta

To get positive, constructive feedback from a group at the end of each day and/or at the end of the meeting.

Plus/Delta is very quick (ca 5-10 minutes) and groups find it very empowering. It also gives the meeting team feedback, so they can adjust anything that might not be working well. This exercise is really easy, so a facilitator-in-training can build confidence in their skills doing this. The only catch is that the meeting team/facilitator should incorporate the group feedback the next day, if at all possible, to show that the group's input was valued and used to improve the meeting.

To get the group started, you can say something like:

“It is really important to me to make this meeting as good as it can be. And I also want to get your feedback on how we might improve when we do this again. So I'd like to ask you all to play the “plus/delta” game with me.

A PLUS (+) is something that really worked today (or this week) and that we should be sure to continue in the future

A DELTA (a triangle) is something that we could change or do differently next time to make the meeting more effective.

You can give us feedback on anything and everything - from logistics, like the room and food, to the agenda, discussions, presentations, etc.

For quick feedback, let people volunteer and give you pluses or deltas in any order. If you want to hear from everyone (or no one is volunteering), you can go around the table and ask for at least one plus or one delta from each person. Record it all on a flipchart that is set up with two columns a plus sign heading one column and a triangle heading the other.

You can also set up two flipcharts on the wall – one with “Plus” written at the top and the other “Delta” and ask people to write their +/-delta on the flip charts or on sticky notes and place them on the flip charts before they leave for the day.