

COMMUNICATING OPENLY AND HONESTLY

Read Full Toolkit



HOW TO:

continuously improve your engagement processes based on lived experience feedback

- Welcome and encourage feedback - being open to feedback and providing a range of ways in which people can share their experiences and thoughts about the process you have used to engage with them is really important.
- Proactively seek feedback - reach in and ask for feedback. It can be difficult for someone to provide constructive feedback or negative feedback - it's important people know that you are open to learning and improving for future engagements.
- Use simple quick surveys - these can be paper based, online , through QR codes - make it easy for people.
- Also ask participants how to best gather their feedback - some may prefer to simply provide feedback in a 1 on 1 conversation.
- Provide collated outputs of evaluations and invite reflection and feedback - and give ample time for people to respond.
- Share evaluation broadly for others to learn from - there are always ways we can improve, and by having the humility to allow others to learn from your own mistakes helps everyone.