

Plus/Delta Instructions

Purpose

An evaluation to identify what processes worked during the meeting and what processes need improvement.

Outcomes

By completing an evaluation, you will be able to make changes to make sure future meetings run more efficiently. Note this evaluation can be done at any time during a meeting to get an idea of how things are going.

Instructions:

1. On a blank flipchart or whiteboard, draw a line down the middle to create two columns. Label one with a + and the other with the Δ (delta symbol). You also can write the titles, “*What Worked?*” and “*What Could Be Improved?*”
2. Ask for team members to share their feedback. Identify the things that are working first (pluses). These are the items the team wants to maintain and build upon
3. **Deltas are opportunities for improvement.** Deltas should be action oriented and begin with a verb. Deltas should be specific and within the realm of possibility. Deltas should be reviewed and acted upon as soon as possible.
4. Use this information for future reference. For any areas that need improvement, make sure you find a way to improve these areas before your next meeting. This is a good tool for multi day workshops that you can use each day to check in with the group on if the desired improvements are being made.

EXAMPLE:

+ What Worked?	^ What could be improved?
<ul style="list-style-type: none">• Great ideas• New sense of possibility and direction• New ways of looking at issues• Using a facilitator• Pairing off to brainstorm ideas• Confirming agreements at end of meeting• High confidence that we will succeed	<ul style="list-style-type: none">• Defensiveness at the beginning• Need to have store managers attend next meeting—get their ideas• We didn’t all return promptly from break• We should share responsibility for recording