Creative Ideas for Seeking Feedback

The idea of seeking out feedback can feel overwhelming for different reasons. Maybe you are busy and feel like you don't have enough time. Maybe you don't even know where to start to gather feedback. Maybe you are nervous about what people will say! Let's talk through some different options depending on time, resources, and capacity.

	Examples	Things to think about...
Surveys	• Online surveys using tools like Google Forms or Microsoft Forms • Paper surveys	• People may not fill out surveys if they are long or confusing • People may need digital literacy support to fill out e-surveys • Paper surveys require work to tally and track
Focus Groups	Gatherings that bring people together to talk about a specific topic	• Usually, people expect compensation (be clear about that either way) • When facilitating a focus group, be careful to avoid biased or leading questions
Community Advisory Groups	A group of community members invited to participate at an organization or for a cause	Consider how to compensate people with lived experience that are essential voices. Volunteering is not always feasible or there may be costs to participate like transportation.
Listening Sessions	Open-ended meetings on a theme where people can share ideas, thoughts, and solutions	You may need a trusted community partner to help facilitate connections with communities you don't have deep relationships with yet or need help getting the word out to.
Informal Conversations and Learnings	Additional people and resources you can learn information from such as online feedback forums or staff and other partners	For example, what do online ratings say about your agency? What common challenges or confusion points do you notice, even anecdotally?

Identifying ways to get feedback

Think about an aspect of your work you want to improve. Depending on your work, you might think about:
- A class or event you offer
- A presentation
- A process that people go through
- Something else?

1. What are ways you already get feedback?

> *Example: After each presentation, attendees fill out a survey.*

2. What is effective/ineffective about the feedback you are already getting?

> *Example: People don't give any feedback or the feedback is unclear.*

3. Who are people that you would like feedback from?

> *Example: Presentation attendees*

4. What do you think you want to change?

> *Example: Surveys make sense, but maybe I should make the questions shorter.*

5. How will you integrate new feedback?

> *Example: As we get more people filling out the survey, we can meet each quarter to review the results and make changes as needed.*