What Went Well / Even Better If

WWW/ECI is a feedback and learning methodology that is used in many organisational types from schools through to businesses.

The purpose of this tool is to work with individuals in an organisation so that they are actively involved in their own learning. This learning is shared as with operational groups (for instance classes of students, or project or departments teams) to created a shared learning experience across an organisation.

This approach can also increase engagement from staff that are struggling for support. Most people do not want to admit failure or a short fall in their performance. WWW/EBI changes the perspective from admitting failure to asking for support, experience and suggestions from colleagues in a non-threatening way.

The tool is normally used frequent (daily or weekly) and with a light touch (one or two minute for each person and little record keeping).

What to do

- Assemble your participants. This could be a department or a project team
  - Ideally this will be a t the same time each day or week
  - Brevity is key for this tool
  - If this is a daily occurrence the time for the whole exercise should be no more than 10 minutes
  - If this is a weekly occurrence the time can be extended to 15-20 minutes
- Nominate a facilitator
  - This may be a team leader, or it may be a rotating facilitator that changes each time the group does this exercise
- Each participant spends no more than one minute describing some success, that is, *What Went Well*
  - For instance making a sale, a good conversation with a stakeholder, a successful intervention with a beneficiary etc.
  - How this was achieved should also be shared with the group
  - The facilitator records this using brief notes or bullet points

- o This is an opportunity for the participant to share a useful way of doing things, a process or way of communicating that has made a difference to how a process or activity is achieved
- The participant then spends one or two minutes describing a project or activity that has or is causing problems, that is, what could be *Even Better If …*
  - o For instance not completing a task, achieving unexpected or poor results, or issues with communication
  - o This part of the exercise specifically grants permission to a person to ask for help in a non-threatening and non-judgemental environment
  - o Other members of the groups share their thoughts and experiences in no more than one or two minutes. They may have had the same problem before and themselves tried different solutions or coping strategies.
  - o The facilitator records the issues and the suggested solutions
- Every participant has an opportunity to share success and ask for support
  - o They must always share a success with the group, and how that was achieved
  - o They do not always have to ask for support from the group

Embedding the learning in the organization

The facilitator should record their brief notes as quickly as possible after the session.

The notes can be emailed to all participants as a reminder of the issues and solutions raised.

If the organisations has access to a blog (internal or external, but secure in all cases) the notes should be posted there as the notes will be searchable in posterity.

If key words are used to categorise the session notes you may encourage members of staff to use RSS subscriptions to alert them to useful discussions posted by other teams in the organisation.