

Plus/Delta Feedback Instructions

Things To Communicate When Gathering Feedback:

- You are gathering feedback because you are hoping to improve the experience for everyone (if they feel you are invested in their opinions, they will respect the process)
- Participants' comments need to be solution-centered as opposed to problem-centered
- Rather than commenting on what you do not like about something, explain how you would make it more effective for everyone
- Constructive feedback - If you would be embarrassed/ashamed to have your name associated with a comment, it is probably too emotionally charged and not helpful
- Keep in mind that there are limitations to what is possible
- Be as specific as possible

Plus/Delta Instructions: *From the Iowa State University Center for Excellence in Learning and Teaching*

The Plus/Delta feedback tool (sometimes called Plus/Change) is a means of identifying what is going well and what needs to be changed. It is a quick and easy tool that can allow a team to consider their individual responsibility to the work and what they should continue doing (PLUS) and what they need to change for the work to improve for them (DELTA) (Helminski & Koberna, 1995).

Here's how it works:

Have each member of your team consider a topic through a PLUS/DELTA Frame. Pose guiding questions to give space to consider what activities, actions, mindsets, ideas, or work needs to be "PLUS" -- to be continued and even enhanced through your work as a team. Then pose guiding questions to give space to consider what activities, actions, mindsets, ideas, or work needs to be "DELTA" -- to be shifted or changed in order for your work to be successful. Once everyone has had time to think, work in small groups or as a full team to discuss responses. Be sure to be as specific as possible. Don't just name something that needs to change, rather consider how you will all go about realizing that change.

Here is an example for the topic of "Collaboration":

Plus	Delta
What aspects of our team collaboration are going well?	What changes are needed to improve our team collaboration?
Where and when am I, specifically, enhancing our team's collaborative efforts?	What do I need to shift, specifically, in order to move our team toward a more collaborative mindset?