

Using COP members in leadership roles to collect internal feedback during events

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COLLECTING FEEDBACK

- Formal approach through post event electronic surveys issued by Secretariat (prepared by COP Exec Comm/resource teams and Nina from World Bank)
- Other approaches being used
 - Collecting feedback during events using Etienne and Beverly Wenger-Trayner approach (world leaders in social learning)
 - Used by IACOP and recently trialled by BCOP
- These other approaches are valuable, and complementary to the standardized feedback mechanism (ie post event surveys). Linkages needed.

- Learning capability in COPs greatly depends on internal leadership (Wenger-Trayner)
- Wenger-Trayner provides a systematic approach to foster and distribute such internal leadership through forming “leadership groups” or “design groups”
 - These groups collect feedback during events

LEADERSHIP OR DESIGN GROUPS

- Forming “leadership or design groups” is a way to distribute leadership and encourage people to take shared ownership of their collective peer-learning process **during the event**
 - Deepens people’s commitment to process
 - Leads to insights and recommendations that greatly improve ongoing design of the community and its events
 - Increases capability of social learning
- They are formed at beginning of meeting and undertake their roles during the meeting (time is allocated for reporting results during the agenda)

EXAMPLES OF LEADERSHIP OR DESIGN GROUPS

- Those that collect feedback on event:
 - Critical friends – reflect on the process as the event unfolds (eg agenda, format)
 - Value detectives – collect success stories on how the COP is adding value
- Example of other information collected:
 - External messengers – suggest what key messages to communicate, and in what format, to external stakeholders
 - Social reporters – create a shared memory
 - Agenda activists – collect ideas and priorities for future thematic topics, issues, event formats to be provided in the future

HOW TO ASSIGN GROUPS?

- **Self selection** – have a sign up sheet (at the meeting or in advance) where people choose the group they want to belong to
- **Careful assignment** – select the people who seem appropriate to each group prior to the event
- **Random assignment** – arbitrary assignment based on alphabetical order for example
- **Careful and random assignment** – selecting some people who seem right for the task and randomly assigning others

HOW TO ENSURE GROUPS CAN DO TASK?

Groups need time:

1. To **work, reflect and consolidate** findings (ie need agenda time for group work but not at expense of content related activities; end of day works best)
2. To **make suggestions** and possibly **engage the wider group** in an activity or reflection (start of day is best for brief reporting back or announcements to the whole group)
 - Eg group may have whiteboard or butchers paper and ask for good and bad points about how participants are finding the agenda; or may ask each table to fill out pre-prepared form asking for success stories or potential further issues or topics arising from meeting

HOW TO ENSURE GROUPS CAN DO TASK?

Groups need time:

3. To provide a fuller debrief, discussion and consideration of next steps (at end of meeting)

Options for overall approach:

Intense: same people in roles for every event with formal TOR, training etc

Light: brief description in agenda, roles only last for that specific meeting

More information on how to use this technique can be found in Wenger-Trayner paper distributed as background to this meeting

HOW DO LEADERSHIP AND DESIGN GROUPS WORK IN PRACTICE?

- Work of leadership or design groups should be seen to shape the form and substance of the COP's learning (ie recommendations from one meeting should influence design and flow of the next)
 - **IACOP** feedback on use of this approach (IACOP representatives)
 - **BCOP** feedback on recent trial of this approach (BCOP Exec Comm/Resource Team)
- **Issues to be addressed** – if approach used in COPs, how to link it to formal post survey process to ensure feedback is documented in format that can be reported to Steering Committee?

THANK YOU