



Quick tips for making the most from Community Feedback

People want to know that even though your community conversations might be informal, something is going happen as a result. It's important to have a simple, practical system in place to record what you have heard from your community conversations. Here are some tips and tricks.

Essential Conditions for Change

Are these essential conditions for change present in your community?	What could enhance this, even if it is only there to some extent? For example:
Willingness to learn and imagine a better way of doing things.	<ul style="list-style-type: none"> • Encourage people's ideas for a better future • Support them to learn from trying to put their ideas into practice with others
Belief that the new way of doing	<ul style="list-style-type: none"> • Support people to 'just do it' in a



things will work and the will to act on that belief	<p>thoughtful way, to honestly reflect on what's working and what's not</p> <ul style="list-style-type: none"> • Awhi/offer support when things get tough
Knowledge of the community's context and history	<ul style="list-style-type: none"> • This needs lots of conversations with an open, curious mind and heart – this work is never finished! • See our powerful questions for getting started and working with Tāngata whenua resources
Leadership capacity, plus efforts to develop community leaders including those who are most affected by the current community conditions and the desired changes	<ul style="list-style-type: none"> • Always ask who needs to be involved. • Whose voice is missing? • What emerging talent are we spotting? • See our Growing Collaborative Local Leadership resources.
Relationships and a shared sense of teamwork	<p>Agree ways of working and communicating that build positive, inclusive group culture.</p> <p>See our Facilitating effective teamwork and learning tool for help building trust, shared commitment and accountability.</p>



Essential Elements for Learning

Are these essential elements for learning present in your community?	What might enhance this, even if it is present to some extent?
An agreed and well-understood vision for change that includes core values and principles of engagement.	Building shared local vision and values takes time. See our practical community vision building resources .
A theory of change or a plan that shows the intended results and the strategies to get there.	This might just be your hunch about what would work next! See our example of a really simple plan linked to performance indicators to help you keep adapting along your journey.
Measurement/assessment of interim outcomes	This is about celebrating successes as you go. See our Design your own Indicators of Success tool to shape your own approach to evaluation.
Use of data to create knowledge	This doesn't have to be complicated! See Quick tips on making the most of community conversation feedback for ideas about gathering simple data (e.g. feedback) from each activity
Creating, adopting, and adapting knowledge-based tools that enable all stakeholders to move ahead with common insight, understanding, and accountability	You might start with making a regular practice of facilitating community group gatherings including some intentional activity for learning and reflection to deepen understanding from, of and for local practice

Don't wait to get everything perfect before you start! Instead, use this resource to start a stock take of what you already have in place. Then think about what you want to have on your radar or in your action plan to work on over time, so you can set your initiative up for success.



“The point of talking about essential conditions for change and essential elements of learning is to improve the way we think and act about community change [and resilience and sustainability] so we can produce better results for communities and their residents. Learning doesn’t lead to results on its own, someone or some group has to believe change is possible, imagine a better way of doing things, and take action... We believe that the essential conditions and elements should be harnessed to community mobilising and action – that is, working with residents and community stakeholders to achieve results.”

~ Annie E Casey Foundation 2006: 9



ABOUT



Inspiring Communities catalyses locally-led change, to achieve sustainable, effective outcomes.

We are the reference point for community-led development in New Zealand, building on international and local practice-based evidence to grow and share expertise.

Inspiring Communities operates across many sectors at multiple levels.

Talk to us about your CLD training, workshop needs, coaching, support and opportunities in your community or region. We understand diversity! We can tailor packages to your specific requirements.

Email us exchange@inspiringcommunities.org.nz.



RESOURCES

Harakeke/Flax - from the root to the flower the harakeke shares its properties.



ADVICE

Korimako/Bell Bird - fluent, graceful speaker.



EVENTS

Whakaatu/Presenting - the peak of the mountain as a stage to present from

