**Instructions for facilitators**

1. Print a copy of the feedback steps below for each group
2. Cut the boxes into individual cards, with a full set for each group. Shuffle them to make sure they are not in the correct order
3. Give a set to each group and ask them to put them in the right order
4. The PPT has the answers, as does the CEA Guide.

|  |
| --- |
| Get management and staff buy-in and support |
| Discuss the feedback mechanism with communities |
| Plan the feedback mechanism - how to collect, respond, analyse, act on, and refer feedback to partners, and the resources needed |
| Discuss the feedback mechanism with communities |
| Train staff and volunteers |
| Advertise the feedback mechanism |
| Start collecting and logging feedback |
| Answer and respond to feedback |
| Analyse and share feedback internally |
| Discuss how to act on feedback and use it to improve |
| Refer and share feedback issues with partners |
| Update the community on actions taken |
| Check the feedback mechanism is working |