**Instructions for facilitators**

1. Prepare the Jamboard for the group work by making a copy of the [template feedback steps Jamboard.](https://jamboard.google.com/d/1awioi5vxqBfmGgsOJrhrFzRHHOGOMu8Zq8M-ppGKkvo/edit?usp=sharing) Do this by clicking the three dots at the top right of the page and choosing ‘Make a Copy’. Then make sure participants will be able to edit the Jamboard during the group work by clicking ‘share’ and then updating the link access to ‘anyone with the link’ and ‘editor’. Add this link to the facilitator agenda.
2. Instructions for Participants:
   1. A Jamboard with different feedback steps will be shared in Zoom chat
   2. Participants will be divided into breakout rooms
   3. Each group should discuss and arrange the feedback steps in order from the first to the last one and be ready to share their rationale in the plenary.
3. Share the Jamboard link in Zoom chat after sharing the instructions and ask everyone to open the link before the breakout rooms are opened.
4. Open the breakout rooms and set a 10min timer.
5. Debrief with the participants in plenary and ask if anyone had anything different.

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| 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 |