The table below provides all the resources provided in the IFRC Feedback Kit, structured by the stage of the feedback cycle when they are most relevant:

|  |  |
| --- | --- |
| STAGE 1 – BUILDING A FEEDBACK MECHANISM | |
| ***Resource:*** | ***What is the resource for?*** |
| Feedback tool 1: [Tips for creating leadership buy-in](https://docs.google.com/document/d/1HVU8jd1XH9ttTW-ANSlKn6w0383M4w8V?rtpof=true&authuser=evaelisabeth.erlach%40gmail.com&usp=drive_fs) | Practical tips that can help you approach and win over the leaders of your organization and make them advocates for community feedback mechanisms. |
| CEA toolkit tool 1: [Briefing for senior leadership](https://communityengagementhub.org/resource/cea-toolkit/) | A short PPT session for senior leadership to explain what CEA is, and the benefits it can have for the organization’s reputation, funding and partnerships, efficiency, quality, and financial sustainability. |
| [Zine: Do you want people to trust you? Start by listening.](https://communityengagementhub.org/resource/community-engagement-and-accountability-zine/) | A zine on the importance of community engagement, as well as practical examples, tips, and resource links on how to engage with different communities. This resource is designed to be printed as a leaflet. |
| Feedback tool 2: [Determining the scale of a feedback mechanism](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Asking your organisation critical questions to help ensure you can handle the feedback you will receive and to ensure analysis and action is happening at the right levels |
| CEA toolkit tool 19: [Overview of communication channels](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/TOOL-19.-Communications-methods-matrix.docx) | Provides detailed information on a wide variety of information channels, their strengths and weaknesses, and their best uses |
| Feedback tool 3: [Defining the communication channels for a feedback mechanism](https://docs.google.com/document/d/1Hp2nQTRcTAXDyhVeKvyxqlCmjVxY3xq4/edit?rtpof=true) | Walks you through the steps of how to engage the community in selecting the right communication channel |
| Feedback tool 4: [Deciding on how to document your feedback data](https://docs.google.com/document/d/1FFn4PdHyS2f8wjbaAl38prRaIq52ttaY/edit) | Provides a decision-tree tool to help you decide the most appropriate way to document feedback, as well as the advantages/disadvantages of each approach |
| Feedback tool 5: [Community feedback form](https://docs.google.com/document/d/1qY61yuvN4qjHPyu8sniWmkMDeB9a6mdT/edit) | Provides a Word document template form for recording individual pieces of feedback |
| Feedback tool 6: [Community feedback form for KoBo Collect](https://docs.google.com/spreadsheets/d/14VSl2D5XWvmeH3ZXahMbQvWIO1szyPp1/edit#gid=469022244) | Provides an Excel spreadsheet template for those using the KoBo collect software on a mobile device for collecting feedback |
| Feedback tool 7: [Community feedback logbook](https://docs.google.com/spreadsheets/d/1cNpWl0Eraev-FJy0QHakl2qh9VqUYXFw/edit#gid=1261832503) | Provides an Excel spreadsheet template for how to log feedback in a central location in a way that will let you begin to organise and analyse it |
| Feedback tool 8: [Design workshop agenda](https://docs.google.com/document/d/1HdalJ_drE4COToyi4R5ZEKHqShjV0Iq2/edit?usp=sharing&ouid=109473232721131860036&rtpof=true&sd=true) | A facilitator agenda for a workshop organised with key stakeholders to discuss and agree on the essential aspects of the feedback mechanism |
| Feedback tool 9: [Mapping the information flow](https://docs.google.com/document/d/1Hi34vhZYczoT0HCxMcFvOsudXRv18vGS/edit?rtpof=true) | Provides advice about how different kinds of feedback should be handled internally and questions to help you map how information does and should flow in your organisation |
| Feedback tool 10: [Mapping and agreeing on roles, responsibilities, and resources](https://docs.google.com/document/d/1A9EgUbMkG7ZnNhXIKURw0PaAR-uUoyYu/edit) | A document that includes a table for you to fill out that will help you think through what human, financial, and technical resources you will need for each step of the feedback cycle |
| Feedback tool 34: [Template for mapping out focal points and services](https://communityengagementhub.org/resource/ifrc-feedback-kit) | This table can be used as a template for mapping out all contacts for your referral pathways |
| Feedback tool 11: [Template budget for feedback mechanisms](https://docs.google.com/spreadsheets/d/1HvyrqLmb_4zQX3bhjLZS3uN_DtLPrTbJ/edit?usp=sharing&ouid=109473232721131860036&rtpof=true&sd=true) | A template that helps you to develop a detailed budget for a feedback mechanism |
| Feedback tool 12: [Community feedback training package](https://drive.google.com/drive/folders/1IDKWKoRS_LqRVJvWejO0vrZy8fORGnCv) | Provides model agenda and PowerPoint slide decks for training data collectors and data analysts on community feedback mechanisms |
| CEA toolkit tool 7: [CEA M&E tool](https://communityengagementhub.org/resource/cea-toolkit/) | A comprehensive M&E tool for CEA, which includes indicators, questions, means of verification and suggested targets for monitoring CEA at the institutional level and within programmes and emergency operations. Each tab includes priority indicators, and a broader choice of options if needed. |
| Feedback tool 13: [Sampling guidance](https://communityengagementhub.org/resource/ifrc-feedback-kit) | A short guidance document which can help you to develop your sampling strategy for a perception survey. |
| Feedback tool 14: [List of perception survey questions](https://communityengagementhub.org/resource/ifrc-feedback-kit) | A set of example questions for perception surveys. |
| Feedback tool 15: [Workshop agenda for designing a questionnaire](https://communityengagementhub.org/resource/ifrc-feedback-kit) | This template agenda helps you to organise a meeting with key stakeholders to design the right questions for your perception survey. |
| Feedback tool 16: [Quick FGD guide for testing questions](https://communityengagementhub.org/resource/ifrc-feedback-kit) | This short guidance helps you organise focus group discussions to test your questionnaire, allowing you to refine the questions before rolling out the survey. |
| Feedback tool 17: [Checklist for designing perception surveys](https://communityengagementhub.org/resource/ifrc-feedback-kit) | This list reminds you of the key considerations when designing a questionnaire. |
| STAGE 2: COLLECTING FEEDBACK | |
| ***Resource:*** | ***What is the resource for?*** |
| Feedback tool 18: [Important skills for effective listening](https://communityengagementhub.org/resource/ifrc-feedback-kit) | A guidance document with best practices on how to actively and respectfully listen to community feedback |
| Feedback tool 33: [Steps to take when receiving sensitive feedback](https://communityengagementhub.org/resource/ifrc-feedback-kit) | This short step-by-step document guides anyone in contact with community members to safely and appropriately identify and refer sensitive community feedback |
| STAGE 3: FEEDBACK REFERRAL AND ANALYSIS | |
| ***Resource:*** | ***What is the resource for?*** |
| Feedback tool 19: [Ways to code feedback data](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides an overview of the different ways to code data, from hand-written approaches to ones that rely on computer software, as well as the advantages and disadvantages of each |
| Feedback tool 20: [How to code open feedback data](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides a step-by-step guide to how to code feedback data, including examples about how this looks in with different coding approaches (e.g., post-it note coding, Excel coding, etc.) |
| Feedback tool 21: [How to build or adapt a coding framework](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides step by step guidance on how to build, adapt, test, refine, and update a coding framework for qualitative analysis |
| Feedback tool 22: [Template coding framework and codebook](https://communityengagementhub.org/resource/ifrc-feedback-kit) | An Excel sheet that provides a template of what a coding framework and associated codebook might look like, with guidance and examples |
| Feedback tool 23: [Example coding frameworks](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Real-world examples of coding frameworks that were used for the Ebola, COVID-19 and other responses and can be adapted |
| Feedback tool 24: [Excel template graphs](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides template graphs that can help you visualise the perception survey data |
| Feedback tool 25: [Types and examples of data disaggregation](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides a summary of the most common categories for data disaggregation with a brief example of the kind of analysis each could produce |
| Feedback tool 26: [Example analytical framework for community feedback](https://communityengagementhub.org/resource/ifrc-feedback-kit) | This framework helps structure the analysis of and conversations around what communities share with us and helps triangulate it with other data sources. It can be used for both secondary data analysis, as well as help to organise codes for open, unstructured community feedback. |
| STAGE 4: SHARING AND ACTING ON FEEDBACK | |
| ***Resource:*** | ***What is the resource for?*** |
| Feedback tool 27: [Identifying the right format for your audience](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Includes a table to map out who needs what kind of information in what format, as well as a decision-making tree for what kinds of products you can develop |
| [Feedback tool 28: Formats for sharing community feedback](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides an overview of the different ways you can share feedback analysis with stakeholders, the advantages and disadvantages of each, and advice on good practice for each |
| Feedback tool 29: [Key considerations for sharing community feedback data](https://communityengagementhub.org/resource/ifrc-feedback-kit) | A short overview of the main things to consider when sharing community feedback data |
| Feedback tool 30: [Inter-agency or inter-office sharing of community feedback highlights](https://communityengagementhub.org/resource/ifrc-feedback-kit) | A Word document that provides an example questionnaire to gather information from different stakeholders inside or outside your organisation about how they collect feedback data to facilitate the sharing of those data |
| Feedback tool 31: [Developing an action plan for addressing community feedback](https://communityengagementhub.org/resource/ifrc-feedback-kit) | Provides a decision-tree to help plan out whether and how action can be taken in response to certain feedback data |
| Feedback tool 32: [Community feedback action tracker](https://communityengagementhub.org/resource/ifrc-feedback-kit) | An Excel spreadsheet that provides a template for how an organisation can keep track of what actions it is taking in response to community feedback |