# **M5.1 Feedback Types**

Print one of these for each group in your training and then cut the boxes into individual cards and mix them up. Prepare one set of complete cards for each group.

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| **Questions** |
| **Requests or suggestions** |
| **Observations, beliefs and perceptions** |
| **Reports of concerns, incidents or complaints** |
| **Encourage or praise** |
| What communities needs to know and help us identify information gaps |
| Requests for help or ideas from the community about what we could do better or differently |
| What the community understands and thinks about a situation or a disease, including rumours |
| Reports about problems people have experienced with our services, or complaints about staff or volunteers breaching the Code of Conduct, or concerns related to other stakeholders |
| What communities appreciate, and think should be continued, telling us if we are moving in the right direction |
| *“Where can I register for assistance?”* |
| *“Please provide us with clean water”* |
| *“The COVID-19 vaccine will make you infertile”* |
| *“I had to pay to be added to the distribution list”* |
| *“We really enjoy your radio shows”* |