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## Tools

### Plus/Delta Chart

#### *Collecting Feedback for Improvement*

#### Background

A plus/delta activity is a quick way to collect feedback on “What went well?” and “What can be improved?” It can be used as a process check or a culminating activity for a project, meeting, or professional development session. It can also be used to assess a current situation or to review how a team is functioning.

#### When to Use

- When reflections can provide information for improvement
- When feedback is needed from all participants

#### How to Use

1. Draw a T-chart.
2. Label the left column “plus” (+).
3. Label the right column “delta” ( $\Delta$ ).
4. Ask participants to reflect on what went well? Record responses in the “plus” column. Note: The facilitator will determine whether participants offer responses randomly or round robin.
5. Ask participants to reflect on what could be improved. Record responses in the “delta” column. Note: Randomly or round robin.

#### Variations

- A. Participants can write pluses and deltas on post-it notes and attach them to a prepared T-chart.
- B. Participants can complete a prepared individual T-chart. The individual charts can be compiled and results can be shared at a later time.

#### How Does It Look

+	$\Delta$
Learned something new	Three-hole punch the handouts
Training was informative	Use realistic situations for PDSA
Hands-on was helpful	Provide space for notetaking
Good examples	

#### Next Steps

Review the reflections. Make adjustments as needed. In future upgrades (products, processes, or structures) include ideas from reflections. Call attention to the source of the change.

Multi-day professional development sessions provide an opportunity to model the use of reflection results to better meet the needs of participants. Giving participants credit for the upgrades encourages continuous improvement thinking.

