



Self-Assessment Checklist

Before you can 'get better faster', it is important to first reflect on how much your organization understands the fundamentals of responsive feedback, whether you foster an enabling environment and whether you engage in the process of responsive feedback.

This self-assessment checklist outlines key enablers to responsive feedback, and encourages you to critically reflect on how regularly you achieve these in your work.

	Never (0 points)	Sometimes (1 point)	Often (2 points)	Always (3 points)
The fundamentals of responsive feedback				
We regularly gather and learn from feedback data to improve our programs while they are live				
We proactively seek feedback that can test our assumptions in our program design				
We continuously investigate if there are any knowledge gaps in our program				
In our program, data is used for learning and decision-making as much as it is used for accountability and reporting				
In our program, data doesn't just sit 'on the shelf' but is always used to inform action and is passed onto key decision-makers				
Our program has a clear learning agenda that is known by all stakeholder groups				
Process for responsive feedback				
We frequently join together funders, M&E teams, implementers/program designers, senior leaders and other key program stakeholders in a shared mission to learn				
We frequently meet with our donors to review learnings and collaborate on how to adapt in response				
We have, refer to, and update a theory of change in our program				
We regularly identify knowledge gaps in our theory of change				
Together with our program stakeholders, we agree learning questions to investigate our knowledge gaps				
We have methods of data collection in place to answer our learning questions				
We draw appropriate conclusions from data and act on them				
Total				

	Never (0 points)	Sometimes (1 point)	Often (2 points)	Always (3 points)
Creating an enabling environment				
We write responsive feedback into our proposals / terms of reference				
We have a trusting relationship with our funders and other major stakeholders and can speak frankly about results and necessary improvements				
Program/organization meetings have ground rules that encourage openness and set aside traditional hierarchies				
Junior staff regularly share ideas, speak up and/or challenge conventional wisdom and/or senior colleagues				
We regularly set aside time to pause, reflect, and learn from feedback data while the program is live in the field				
Key learnings from successes and failures are regularly disseminated in easy to access and digestible forms across our program/organization				
Organization/program leadership regularly communicate the importance of learning				
We have the flexibility to adapt the program and redeploy resources in response to learnings				
Staff are rewarded for sharing learnings about successes and failures alike				
Time and budget are allocated for learning, and learning activities are tracked in the program/organization results framework				
Staff do not shy away from acting on evidence, even if the changes that it suggests are difficult				
Total				

Adapted from USAID CLA Maturity Tool

https://usaidlearninglab.org/sites/default/files/resource/files/cla_maturity_spectrum_handouts_20170612_0.pdf

Results

0-18:

You've come to the right place. Responsive feedback may still be a new concept to you, but we're here to guide you through the journey. Have a look at our simple 5-step process to integrating responsive feedback into your work. <https://getbetterfaster.org/process>

19-36:

You're on the right track. Check out our overview of key moments in the program lifecycle where you can take action to integrate responsive feedback even more into your work. <https://getbetterfaster.org/get-started>

37-54:

You're doing well overall, but there is still room to improve. Head to the resources section of our website to learn about specific areas where you can get better faster. <https://getbetterfaster.org/resources>

55+:

You're a responsive feedback expert and we'd love to hear from you! Get in touch if you'd be interested in having your excellent work featured on the Case Studies section of our website.