

Simple Debriefing Tools

Three Whats

The purpose of this debriefing exercise is to learn from a past event in order to make the best possible decisions. You do this by asking participants to reflect on WHAT, SO WHAT, NOW WHAT questions.

Too often we jump from looking at the outcomes of an event to changes that we think need to be made without considering the deeper meaning and implications of our actions. The *Three Whats* is designed to extract feedback at three different levels, giving you a richer source of information to make decisions from.

How to use this tool:

- Select three to four questions from each step (or use all if you have time).
- Invite staff members, volunteers and a cross-section of stakeholders (if possible) to participate in the conversation via an online/virtual meeting platform (e.g. Zoom, Skype, etc.)
- Schedule 45 minutes for the conversation (though it may go longer).
- Ask the questions you selected in order, starting with Step 1: What?
- Get a wide variety of responses for each question if possible but do not get stuck on just one question.
- Record the answers and make the information available to those who will follow up with the action steps.

Step 1: What? (Describe in detail the experience)

- What were your expectations before the event or activity?
- What do you remember happening at the event or activity (before, during and after)?
- What did you observe about the event or activity?
- Who was involved in making this happen?
- What tools did you use?
- What feedback have you received from others about the event or activity?

Step 2: So What? (Describe why this experience was significant)

- What did the overall experience remind you of?
- How did your experience meet or not meet your expectations?
- What emotions or feelings did the event or activity evoke in you?
- What surprised you about the experience?
- What frustrated you about the experience?
- What new skills did you learn as individuals? As a team?
- How did the event or activity meet the needs of your organization or beneficiaries?
- What might be some of the positive consequences of doing event or activity this way?
- What might be some of the negative consequences of doing the event or activity this way?
- What did you learn as a result of doing the event or activity this way?

Step 3: Now What? (Describe next steps)

- How will you apply what you learned from your experience?
- What will you do differently for upcoming event or activity?
- What follow-up is needed to address any challenges or difficulties?
- What information can you share with your peers or the organization?
- Where do you go from here? What is the next step in the process?

P.I.N.T. Assessment

The purpose of this debriefing exercise is to quickly identify what went well, what didn't go well and what could be done differently (Positive, Issues, New Thinking). It offers people a safe way to express their positive and negative thoughts about an experience while always concluding with ways to improve or innovate.

How to use this tool:

- Use the table on the next page or create your own to record answers (Positives, Issues, New thinking)
 - You can share your screen if you are using Zoom or Skype
- Invite staff members, volunteers and other stakeholders (if possible) to participate in the conversation via an online/virtual meeting platform (e.g. Zoom, Skype, etc.)
- Schedule 45 minutes for the conversation (though it may go longer).

Conversation Steps:

1. Ask participants to first write down **5-7 Positives** from the event or activity.
 - A. In a round, have each participant share ONE Positive from their list and record this on a piece of paper (you can distribute the notes afterwards).
 - B. Repeat this step until all ideas have been shared (or ask each person for 3 ideas)
 - C. Ask participants to share only unique ideas, not repeating what has already been shared
2. Then ask participants to write down **5-7 Issues** from the event or activity (an issue can be something they didn't like or didn't work well)
 - A. In a round, have each participant share ONE ISSUE from their list and record this on a piece of paper (you can distribute the notes afterwards).
 - B. Repeat this step until all ideas have been shared (or ask each person for 3 ideas)
 - C. Ask participants to share only unique ideas, not repeating what has already been shared
3. Finally generate New Thinking together with the participants based on what you have learned from the Positives and Issues. Ask the group:
 - "What new ideas have emerged for you?"
 - "What immediate fixes should we make for next time?"
 - "What's a new or innovative ideas we would like to try?"
4. Record all answers and do a simple Action Plan:
 1. What needs to be done?
 2. Who will do it?
 3. When will it be done by?

P.I.N.T. ASSESSMENT

POSITIVES What went well?	ISSUES What didn't go well?	NEW THINKING What new ideas did we come up with for next time?