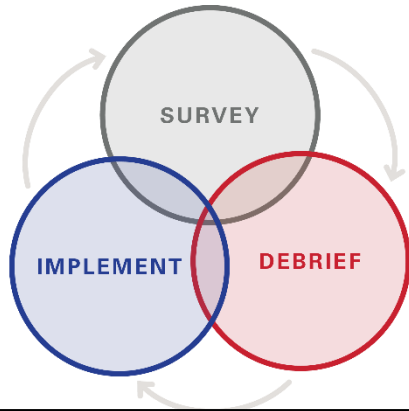


TWO-WAY SCORECARD COMMUNICATION TOOL – *Optional* Debriefing Guide



This worksheet is intended to help guide you through a continuous improvement process. There is a natural overlap in the timing of the survey and the report.

Use this optional Debriefing Guide to facilitate conversation and next steps when reviewing your Two-Way Scorecard Communication Tool results.

Why do we complete the survey?

An outcome of Structured for Success was to implement this tool to improve communication and accountability between Iowa State University Extension and Outreach and extension districts.

Who sees the survey results?

The survey results for a county are available to that county's extension council members as well as any staff who serve that county. The aggregated statewide data is available for all to view.

What happens with the report?

Council members and staff should read the report, review the comments, and encourage a discussion about the survey results and next steps. Add a discussion item to the agenda for the next council and staff meetings. Counties should share the report with specialists that serve their county and invite them to join in a conversation. Everyone should identify areas where they can effect change. Review the resources available on [County Services website](#).

Debriefing Guide – Items to consider

The survey was completed by regional directors, council members, county staff, and program specialists. The goal of this process is to encourage communication. **Find a way to communicate that works for your county and all those involved.**

- Read the comments provided in the CyBox linked in your county report. Remember that critical feedback doesn't necessarily indicate a low score; we asked for feedback to make improvements to our organization.
- Identify areas in the county report that surprised you.
- Schedule a staff meeting that includes program specialists and county staff to discuss the county report.
- Discuss at a council meeting. (Reminder: Add discussion on meeting agenda.)
- Compare your county's scores with average scores of similar counties as shown in the statewide report.
- Outline implementation steps toward desired outcomes/goals (refer to timeline) and remember to identify *Who, What, When, and How*.

Which area do you feel is your strongest?

Celebrate the successes reflected in your scores. What's working well?

What additional support is needed to sustain/expand?

Use your assets to address your challenges.

List areas for improvement within this category.

Identify action steps and by whom.

Identify support needed (staff, funds, time, etc).

What additional questions need to be asked?

Have you continued to implement changes after previous surveys?

Identify timelines:

Have you taken time to ensure that all stakeholders have reviewed the report and their responsibility in the action plan?

Three factors tend to define a crucial conversation:

- 1) *opinions vary* 2) *the stakes are high* 3) *emotions are strong*

If handled properly, these conversations can create breakthroughs. To learn more about Crucial Conversations training, visit the Professional Development website.
