

Plus/Delta Meeting Reviews

At the end of every meeting, you have an opportunity to learn what went well and what can be done differently next time you meet. It's called the Plus/Delta Review and you can complete it in two minutes.

The only preparation you need is a flip chart divided into two vertical columns. Write the heading Plus (or a plus sign) on the left half; write Delta (or a triangle, the scientific symbol for change) to the right.

The key is to collect very brief comments, without debate or discussion. As chair or facilitator, encourage conciseness by posing each question with urgency, even a staccato delivery.

I have two questions as we wrap up. First, What worked well today? Please give me your thoughts in a word or two. You speak; I'll write fast. Go!

Remind the person who begins to ramble that you need just a word or two. And head off a discussion by asking members either to offer an alternative Plus, or hold the comment until you ask for Deltas.

As the comments slow down, ask Are there any other things that went well today?

If not, ask briskly Second question: Next time we meet, it will be even better if.....what?

The objective is pithy descriptions of improvements, not complaints or negatives. Debate and digressions will stall the process and stifle thinking. Explain that you will do your best to accommodate all Deltas, or will give each a try during coming meetings.

As the comments slow down, ask Are there any other things that will improve our next meeting?

If not, thank the group and (if possible) point out that you have ended on time, or even better, early!

Include Plus/Delta as part of a Wrap-ups item on the agenda. Another good Wrap-up is a quick summary of Next Steps. You can fit both into a five-minute time slot if you stay focused. In future meetings, your group will know the drill and sprint through it.

Resist the urge to skip Plus/Deltas; the questions will remind everyone that you want suggestions and are open to making improvements.