

# Ideas for Receiving Member Feedback

It is quite natural if people have different perspectives and ideas about how things should be done at your Club or if certain aspects of the Club don't suit some.

Although it is convenient for a Committee to adopt the adage '*you can't please all of the people all of the time*', it is not particularly developmental or collaborative. The active gathering of feedback from members and stakeholders and importantly the response to feedback assists to inform new ideas, improve practice, and detect any problems before they escalate. Opportunities to provide feedback/ideas also assist members and stakeholders to feel part of the decision-making process and give people a sense of ownership.

In giving /receiving feedback, it is important to:

- Ensure that members understand that feedback needs to be constructive and is not a chance to undermine individuals
- Remind members that it is OK to bring positive feedback to the Committee table when things go well
- Ensure that Committee Members are open-minded to feedback, new ideas and suggested improvements noting that suggested improvement is not a criticism but rather an idea
- Develop processes for both formal and informal feedback provision which actively gather ideas but do not put onerous expectations on Committee Members

Ways to gather feedback (in all cases, people providing feedback are requested to identify themselves)

**Member, sponsor, player, or parent ... Survey** – distribute a hardcopy or electronic survey to the group you want feedback and ideas from. Make sure that the survey is quick and easy to complete making use of tick the boxes or rating scales.

**Butcher's paper lists** – put a piece of butcher's paper in a central place with a question. Invite people to comment encouraging them to put their name or initials alongside.

**Post-It notes** - seek comments on post-it notes on the displayed new policy / plan / document. People can make as many post-it note comments as they like. Again people are encouraged to put their initials or name on the post-it note.

**Club meeting agendas** – placing the next agenda on the notice board gives people the chance to direct comments to the meeting items.

**Questions List** - if there is a major item to be discussed within the club use one meeting to explain the item to members and then start a questions list with a deadline for contribution. Anyone can ask questions (can be paper or electronic), which are then answered at the follow-up meeting. Make note of all the questions and answers and make them available to everyone.

**Communication Book** - keep a notebook in a central place in the Club where people can provide feedback or make suggestions. The Secretary should check the book prior

to each meeting and bring appropriate items to the meetings. Member feedback in this way becomes an item on every meeting agenda.

**Delegate meetings** – provide opportunities for delegates from each team or from different sections to come to a Committee meeting to provide feedback, participate in an ideas brainstorm.

**Informal discussions/emails** – do you have liaison roles assigned to committee roles e.g. sponsor liaison, member liaison, volunteer liaison who can keep a track on how things are going and how people are feeling through informal discussions? It's an idea which saves people from meetings.