



Process Tips for Plus/Delta

This evaluation quality tool provides a method for continuous improvement for a team. The +/Δ evaluation can help the team stretch itself to even higher levels of performance. At the end of a meeting, complete this evaluation to identify what processes worked during the meeting and what processes need improvement.

Pluses

- Identify the things that are working first
- These are the items the team wants to maintain and build upon
- These are also the things that are working for the team

Deltas (*opportunities for improvement*)

- These are opportunities for improvement, things that can be improved/changed so that teams may be more effective
- Deltas should be action oriented and begin with a verb
- Deltas should be specific
- Deltas should be within the realm of possibility
- Deltas should be reviewed and acted upon as soon as possible



Sample Meeting Evaluation

Directions

- On a blank chart pad or whiteboard, draw a line down the middle to create two columns. Label one with a "+" and the other with the Δ (change symbol). You also can write the titles, "What worked?" and "What could be improved?"
- Ask for team members to share their feedback.
- Use this information for future reference. For any areas that need improvement, make sure you find a way to improve these areas before your next meeting.

Example

+ (what worked?)	Δ (what could be improved?)
<ul style="list-style-type: none">• Great ideas• New sense of possibility and direction• New ways of looking at issues• Using a facilitator• Pairing off to brainstorm ideas• Confirming agreements at end of meeting• High confidence that we will succeed	<ul style="list-style-type: none">• Defensiveness at the beginning• Need to have directors attend next meeting—get their ideas• We didn't all return promptly from break• We should share responsibility for recording