

Briefing Guidelines

Implementation Review Event

As the nature of projects varies enormously, these guidelines are intended as a starting point and should be adapted as appropriate.

- (1) Who you are and your role in the project
- (2) Explain what you are going to cover
- (3) If there are other people also carrying out a Briefing, say how what you are going to say fits in with what they will cover
- (4) Overview of the results
- (5) What is going well
- (6) What is going badly
- (7) Any surprises, problems, resistance encountered, revisions made, contingency plans activated
- (8) Any unexpected side effects, both positive and negative
- (9) What the data is saying - in particular customer satisfaction and process performance
- (10) Have the objectives as stated in the Project Remit been met?
- (11) In your view, how successful has the project been?
- (12) Any areas that you are particularly keen to get feedback on in the Evaluation Session
- (13) Finish by recapping what you have covered

Notes Any Briefing always has far more impact if key points are presented on flipchart. Use PowerPoint as an alternative only if you have pictures or graphs to show. Questions will be picked up in the Reflections so only answer points of clarification. Tell the Facilitator in advance if there are specific areas you would like some feedback on so that this can be built into the remits for the Small Group Work.

Time Discuss this with your Facilitator. It will depend primarily on the number of Briefings being carried out. However, don't skimp on important detail.