Briefing Guidelines
Pilot Review Event

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

(1)   Who you are, your role in the project and pilot

(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)   Provide details of the specific element of the pilot you are covering including what was planned and who was involved

(5)   Overview of the results

(6)   What went well

(7)   What went badly

(8)   Were there any surprises, problems, resistance encountered, revisions 'on the day', contingency plans activated?

(9)   Were there any unexpected side effects, both positive and negative?

(10)   Data collected - in particular customer satisfaction and process performance

(11)   Were the objectives as stated in the Project Remit met?

(12)   In your view, how successful was this element of the pilot and the pilot taken as a whole?

(13)   Any areas that you are particularly keen to get feedback on in the Evaluation Session

(14)   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.