



I LIKE I WISH I WONDER

I Like, I Wish, I Wonder can support teams (big and small) to collect feedback safely and quickly.

Teams need to explore, test, and try new things to innovate. It's important to have a learning mindset to see new possibilities and early efforts will be improved when feedback is given and received. Feedback is thus a key part of any project development and crucial to the iterative process. It's important to have a safe container for both the receiver and the giver of the feedback at hand.

This exercise can be used to collect feedback throughout the project cycle.

Step 1

Who to get feedback from and topic

Identify those who you need feedback from.

Getting timely feedback from the right stakeholders is vital for a project's effectiveness, hereunder sufficient representation from targeted communities.

If you are uncertain who relevant stakeholders are, a [power and interest stakeholder analysis](#) can be done

Choose a topic for feedback. This could be topics like:

- o A new service idea
- o A prototype of a solution, you considering including in your project
- o A purpose, vision, or strategy
- o Workshop and meeting feedback
- o Post-project implementation evaluation
- o Feedback to each other
- o Etc..

Facilitator tips

Be mindful of power dynamics and cultural codes for giving feedback. Consider whether the situation or physical place where the feedback is to be given can affect who will be able and comfortable to take part.

Ensure to explain how the feedback will be used and how you will feedback with updates.

Step 2

Preparing the feedback board

Write: I Like, I Wish, and I Wonder in below manner. You can also use this exercise template or write on a board, if more convenient.

INFORMATION

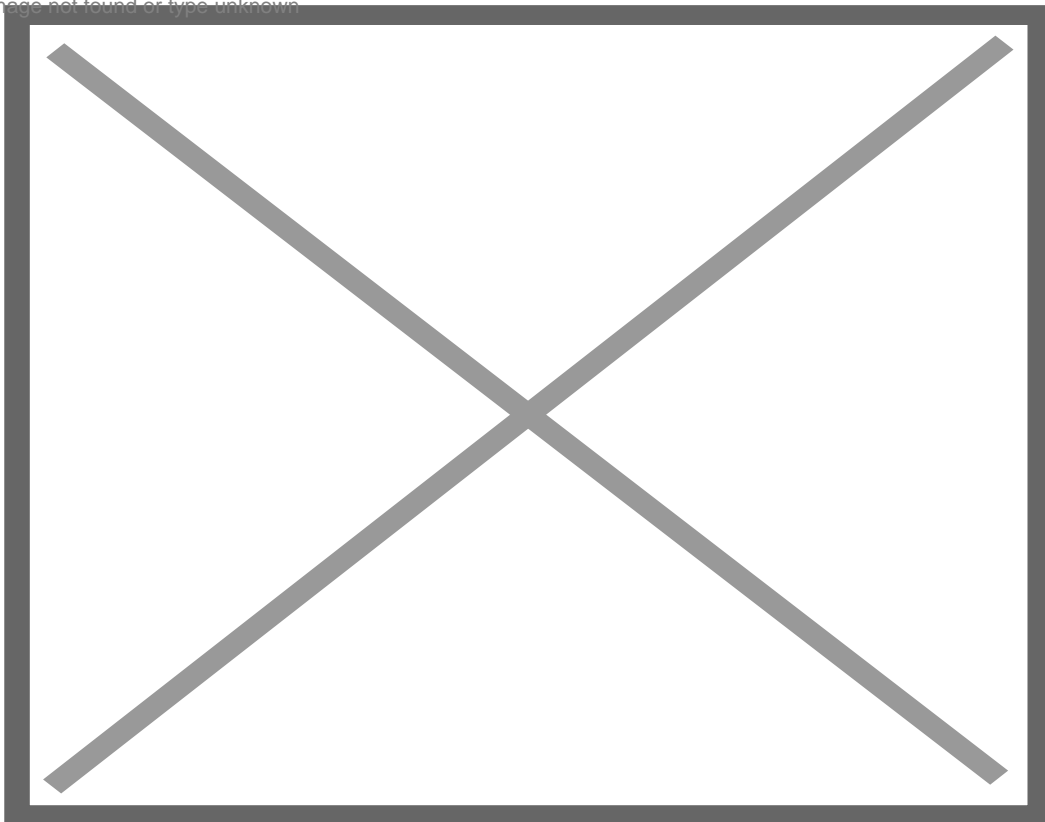
PHASE
MOBILIZATION

TIMEFRAME
30 - 60 MINS.

MODE
BOTH

PARTICIPANTS
2 - 10+

FACILITATION LEVEL
EASY



Step 3

Time to get feedback

Allow each participant 3-5 minutes to fill out one sticky note for each heading. Have participants clearly mark each sticky note with either “I like”, “I wish” or “I wonder”.

This exercise follows a simple structure that helps encourage constructive and open feedback:

- “I like” is a starting point for what went well or what is positive about an idea.
- “I wish” is a starting point for what could be done differently /improved
- “I wonder” can be a starting point for questions that are still unanswered, and ideas.
- “I wonder” heading could also be called “What If”.

For example:

- o “I like how we implemented the project field activities.”
- o “I wish we would have tested some of them before going, so we could have done better.”
- o “I wonder how we might incorporate more testing of proposed activities in our project planning processes to achieve even greater impact?”

Face-to-face: If more than 8 participants, split into smaller groups.

Online: If more than 8 people, split into breakout rooms.

Feedback is best given with I-statements - it has us own our own perspective, rather than putting it on the other person.

Facilitator tips

Encourage the group who is giving feedback to think constructively and creatively without too many considerations of potential barriers to the suggestions given. The ‘I wonder’ can be thought of as “What does the ideal scenario look like and what could we do to get there?”

Step 4

Speak your Feedback

Speak your Feedback and place it under the appropriate heading

Give each person about a minute to speak their feedback.

Have each person verbalize their feedback one-by-one as they place it on the flip chart(s) or virtual whiteboard - under the appropriate heading.

Face-to-face: If one big group, place the sticky notes on the main flip chart, if in smaller groups they can do it at their table.

Online: Either work on a virtual whiteboard in each breakout rooms; if one big groups, use one main virtual whiteboard.

Specifically, this simple tool empowers open feedback.

- o "I like" is a starting point for what went well or what is positive about an idea.
- o "I wish" is a starting point for what could be done differently /improved
- o "I wonder" can be a starting point for questions that are still unanswered, and ideas.
- o "I wonder" heading could also be called "What If".

Facilitator tips

As the facilitator it can be beneficial to make observations during this exercise to also capture non-verbal feedback. If the feedback is unclear, ask the feedbacker to clarify the feedback given to achieve the best understanding of what should change moving forward. However, do avoid challenging the feedbacker or go into conversations trying to justify why things were like they were. The point is to openly listen and receive the feedback to improve.

Remember to thank the feedbacker.

Step 5

Consolidate

Last step is to synthesize the feedback:

- o What can be improved?
- o What works well?
- o What are the next steps?
- o Who will do them?
- o How will the feedbacker(s) get feedback on next steps?