

# Making the most of your internal evaluation capital using reflections meetings

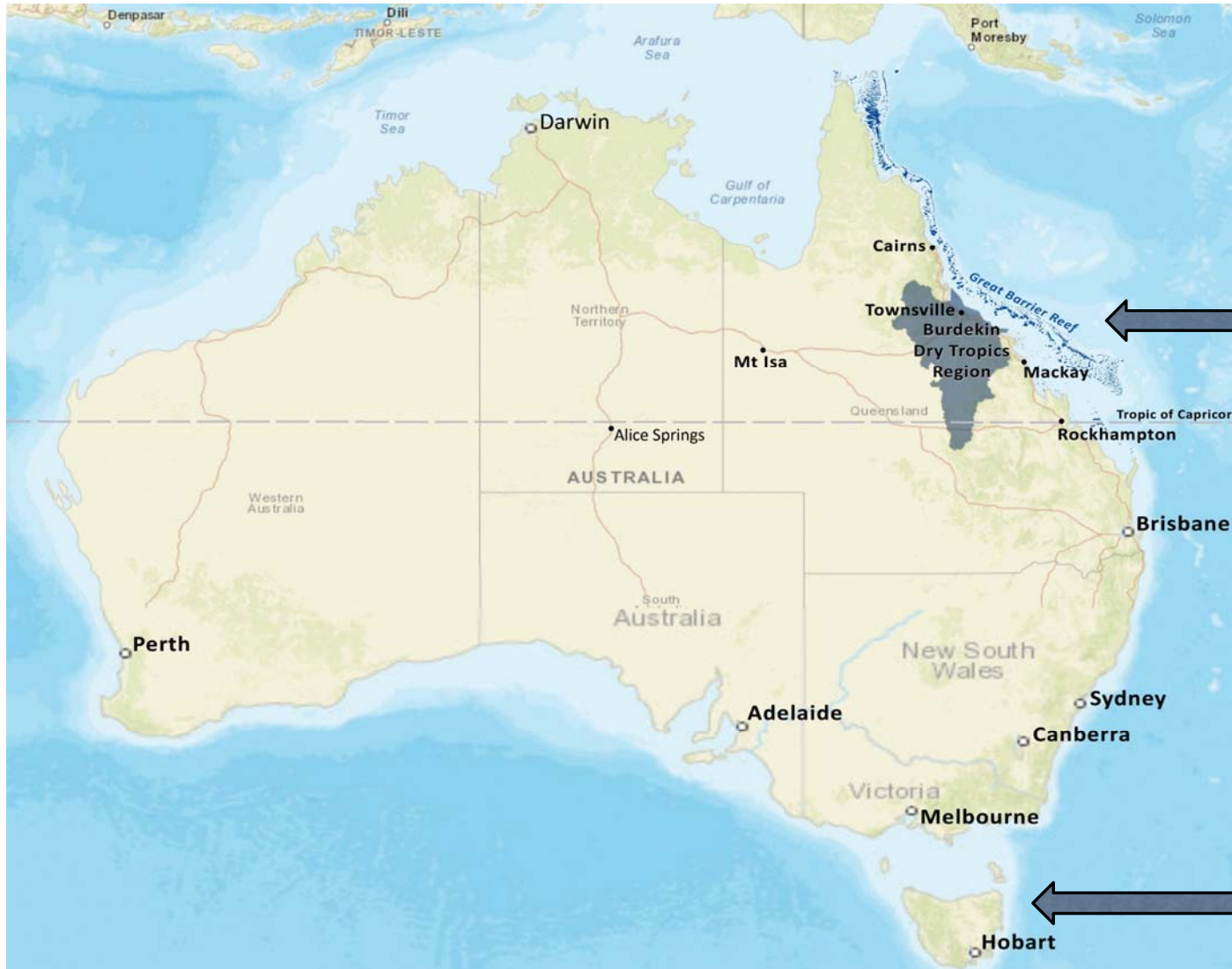
Renée Madsen, NQ Dry Tropics



# This presentation

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- NQ Dry Tropics approach to reflections meetings
- Benefits
- Tips for those wanting to try it



Dry Tropics region  
146,000km<sup>2</sup>

Tasmania  
68,000km<sup>2</sup>

Source: Geoscience Australia



## Our work

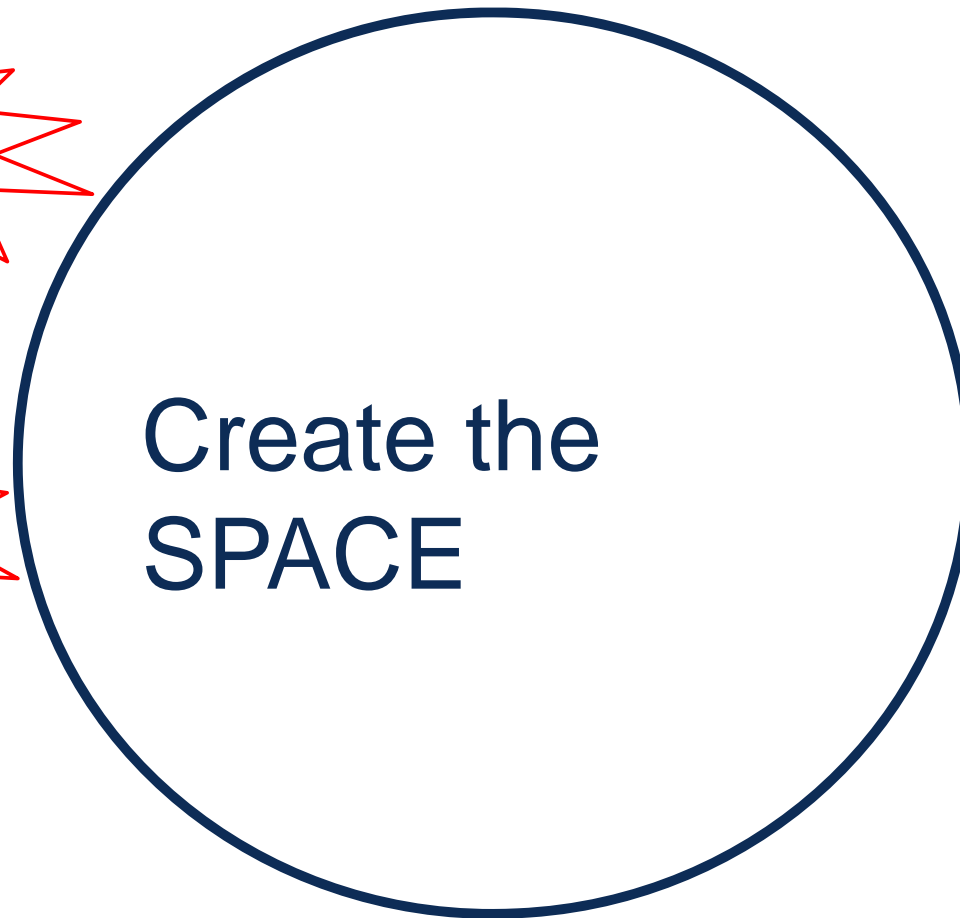


# Purpose of reflections meetings

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**Deadline**  
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**Contracts**



**Deliverable**  
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**“Bushfires”**

# What we talk about

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- Key achievements
- Challenges
- Unexpected outcomes
- Lessons learned and improvements
- Other issues, e.g. improving teamwork, stakeholder relationships
- Individual project teams or broader work teams

# Key features of our approach

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- **Full coverage** – all teams participate, including admin and comms
- **Timely** – May/June annually to inform reporting, can be six-monthly or after major event/program
- **Flexible and tailored** – culture and preferences of each team
- **Participatory** – can include delivery partners and stakeholders
- **Cost-effective** – short simple process that can be done in-house

# Unexpected benefits



- Gauge the team culture
- Staff are highly engaged – “It’s fun”
- Improved teamwork



# Other benefits

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- Reporting to investors
- Forward planning
- Improved relationships with delivery partners and community
- Communications material

# This presentation

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- ✓ NQ Dry Tropics approach to reflections meetings
- ✓ Benefits
- Tips for those wanting to try it

# Have a good facilitator

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- Manage multiple viewpoints, differences of opinion, conflict
- Draw out “the gold”
- Keep discussion on track while validating experiences of staff
- Equalise participation

# Create ownership by the team

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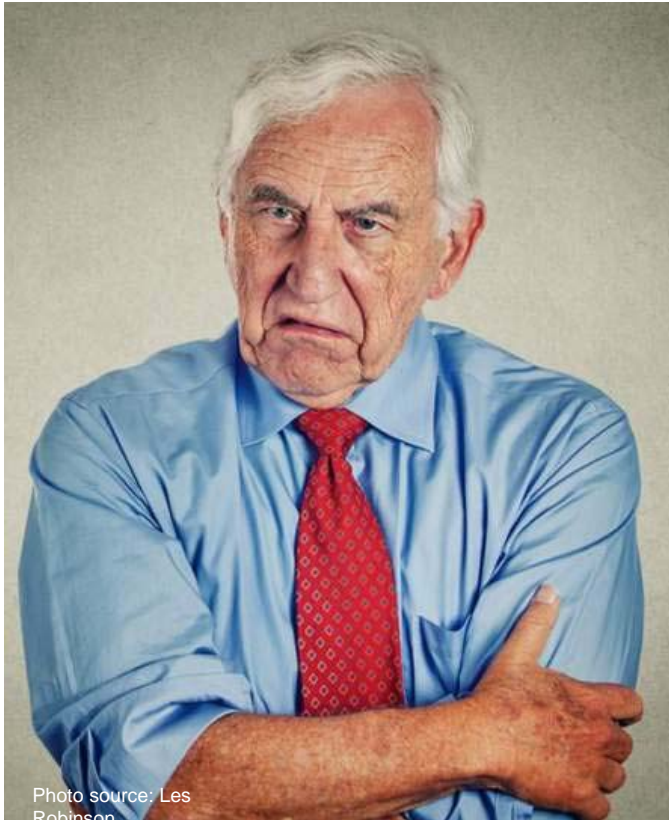
- Go with the existing culture of the team or work environment
- Team decides together on the issues to be discussed
- It is up to the team if they wish to invite people from outside the team to their reflections meeting
- It is the team's decision whether they share the information from their reflections meeting with others

# Keep it conversational

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- What advice would you give someone doing a similar project?
- Did anything surprise you during the project?
- Were there particular approaches that worked well for particular groups/situations? Why do you think that was?

# More tips



- Get support from management: “Collect once, use many times”
- Can be a tool to address internal politics and power plays
- Have some fun with it

# Contact details

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