

**How do I make tomorrow
better than yesterday?**

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By regularly and routinely focusing on the simple things we can do to make things a little better each day, collectively over time we can achieve huge impacts.

‘How do I make tomorrow better than yesterday?’ can be a short private reflection at the end of the working day, a nightly diary entry, a question for a team meeting or end of day ‘huddle’ and crucially, a question you can ask the ‘experts by experience’ who you support. Questions like this are aligned with the **reflective practice** and **action learning** that is crucial to solve complex and emerging problems in real time. They are also an important part of managing your own wellbeing during times of increased stress and anxiety.

The [University of Edinburgh’s Reflection Toolkit](#) provides practical guidance for undertaking different types of reflection. The [Co-production Network for Wales Knowledge Base](#) has a range of resources concerning action learning in practice.

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What just happened?

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Change is happening rapidly all around us. If we don't capture what's going on right now, invaluable learning could be lost forever.

When we come to evaluate our experiences weeks or months from now, our memory may let us down, and our recollections may not tell the full story. It is important that we maintain an accurate record of the important things which are going on around us as they are happening, so we can learn as much as possible from them in the future. Paper or video **diaries**, activity **logs**, and simple structured **report templates** are all things we can use to make this easier.

[BetterEvaluation](#) provide simple [reporting templates](#), [logs and diaries](#). [Evaluation Support Scotland](#) provide a simple tool for [capturing causal moments](#) as they happen and [Collaborate CIC's Learning Framework](#) offers a simple template for reflecting on the key aspects of the here and now at the level of the individual, the organisation and the system.

**What is the best thing that
happened this week?**

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By better understanding what is working well, and why, we are able to build on our successes and share them with more people, more of the time.

‘What was the best thing that happened this week?’ is a question that can be asked during team meetings, discussed on professional social platforms, reflected on in a personal log or diary and crucially, a question you can ask the ‘experts by experience’ who you support. Questions like this are aligned with wider evaluation and development strategies such as **positive deviance** and **appreciative inquiry**. They are also an important part of managing your own wellbeing during times of increased stress and anxiety.

[BetterEvaluation](#) offer simple introductions to [positive deviance](#) and [appreciative enquiry](#), and [Evaluation Support Scotland](#) provide example of other ‘[appreciative questions](#)’ you can use to build on what works.

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How do I feel?

Stopping to reflect on how we feel during times of increased stress and anxiety is crucial for our wellbeing, and can provide deep insights into the impact the design and delivery of our services is having on us.

You may ask ‘How do I feel?’ as a personal reflection exercise or as part of a team discussion. You can record your feelings in a paper or video diary, or may prefer to express them creatively, through drawing pictures, creative writing, or otherwise. Questions like this are aligned with continuous evaluation and development strategies such as **reflective practice** and **action learning**, or can be stored and used as **emotional touchpoints** to evaluate your experiences at a future date.

[BetterEvaluation](#) provide a simple introduction to keeping [logs and diaries](#). [Evaluation Support Scotland](#) offer examples of creative ways to record your feelings such as through [creative writing](#), and [Healthcare Improvement Scotland – Community Engagement](#) provide a brief introduction to the use of [emotional touchpoints](#) in service evaluation.

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How are you?

The wellbeing of those who use our services is our primary concern. Asking ‘how are you?’ is not just politeness, it’s at the heart of what we do.

If we don’t understand the impact our services are having on the feelings, emotions and wellbeing of those who use them, we cannot begin to improve them. Routinely providing opportunities for the ‘experts by experience’ we support to share these insights, face-to-face or remotely, is essential. Questions like this are aligned with a range of verbal and non-verbal communication methods, from collecting **personal anecdotes**, to **creative writing, choosing pictures** and offering **tactile feedback**. It supports real-time **action learning**, and crucially, involves and empowers all those who participate.

The [Co-production Network for Wales Knowledge Base](#) has a range of resources concerning action learning in practice. [Evaluation Support Scotland](#) offer simple guides relating to [creative writing](#), [choosing pictures](#) and [tactile feedback](#).

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What's changed?

Understanding the changes our evolving services are bringing about, and the significance of those changes, is essential if we are to improve the lives of those we work with.

Sharing our stories of change with our colleagues and the 'experts by experience' we support does not assume what the nature of those changes might be, and captures the good and bad, the expected and the unexpected. Not only that, but being given the freedom to tell our stories of change is empowering, and ensures all are actively involved in shaping service delivery, even at times of crises. Questions like this are aligned with the story collecting stage of the **Most Significant Change** approach to evaluation, allowing structured analysis of those stories to follow in the future.

[BetterEvaluation](#) offer a simple introduction to [Most Significant Change](#), how to frame questions and how to capture stories. [InsightShare](#) provide guidance on how to capture Most Significant Change Stories using [video](#).

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Who's not here?

When services are placed under severe pressure, it is possible for some of those who use them to slip through the net. Often, it's the people who need those services the most.

Making 'who's not here?' a routine reflection during team meetings and activity deliveries can ensure no one is left behind. It can help you to understand why individuals, or whole groups of intended beneficiaries, are not engaging with you, allowing you to take action accordingly. Equally, it can help you to ensure that your colleagues are fully engaged and adequately supported and to reflect on whether, as circumstances evolve around you, new stakeholders are becoming relevant to your work. This question is aligned with **stakeholder mapping** in evaluation.

[BetterEvaluation](#) provide a brief introduction to [stakeholder mapping](#) and the [National Development Team for Inclusion](#) offer guidance on how to keep in touch, and ensure all voices are heard during times of great upheaval.