

TOOL #4: Five-Finger Feedback

Use this tool to enrich engagement and immediate feedback.



Fast Feedback Tool

Here's a Fast Feedback Tool that will immediately improve your board and committee meetings.

At the conclusion of a board's Nominating Committee meeting we facilitated, the newly elected committee chair asked for feedback.

"At every board or committee meeting I chair," he told us, "I always ask each participant to rate the effectiveness of our meeting. So on a scale of one to five (five is high), I'll ask each of you to give me your rating. How did we do?"

The committee members each shared their rating—holding up the appropriate number of fingers—and also shared the rationale for the rating. Next, the Nominating Committee chair gave his rating—a five—which was an encouragement to everyone.

At our next meeting, I know two things will happen:

- 1) We'll be asked to rate the meeting.
- 2) Throughout the meeting, we'll be thoughtfully contributing (listening more than talking) to help the ratings stay high!

It's a brilliant idea—and it took less than three minutes.

Romans 12:3 reminds us: "Do not think of yourself more highly than you ought, but rather think of yourself with sober judgment..." This Fast Feedback Tool will remind everyone to do just that.

QUESTION: What if...you're the chair and the Fast Feedback Tool exercise reveals low scores? What would you say?¹

¹ John Pearson, "Fast Feedback Tool," *Governance of Christ-centered Organizations* (blog), February 20, 2013. ECFA: <http://ECFAGovernance.blogspot.com/2013/02/fast-feedback-tool.html>.

Bonus Feedback Tool

The board members at Christian Community Credit Union use this feedback tool frequently:

BOARD MEETING EVALUATION – 5 Minutes at End of Meeting
Submit to: Jane Doe

Date: April 26, 2019

Name: _____

<input checked="" type="checkbox"/> How Effective Was:	5 Extremely Effective	4 Very Effective	3 Moderately Effective	2 Slightly Effective	1 Not at all Effective
My Preparation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My engagement in this meeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The board's overall engagement in this meeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Highlight:

Lowlight:

I leveraged my strengths, social style, spiritual gifts, and/or passion when I:

Next month's meeting would be more effective if:

