

PLUSES & DELTAS

This activity provides a simple method for individuals or teams to engage in reflection as an approach to continuous improvement. The +/Δ evaluation can help inform the changes needed to achieve higher levels of performance. It can also be called "Glows and Wows".

PLUSES:

- Identify the things that are working well, first
- Pluses are the items that the individual or team wants to maintain and build upon

DELTAS (opportunities for improvement):

- Identify the opportunities for improvement - these are the things that can be changed so that the individual or team may be more effective
- Deltas should be action oriented and begin with a verb
- Deltas should be specific
- Deltas should be within the realm of possibility
- Deltas should be reviewed and acted upon

