

# Feedback and Lessons Learned

## from TRANSFORuM's 1<sup>st</sup> Joint Forum Meeting

Gdansk, June 24 and 25 2013

### Feedback

At the end of the event we handed out a feedback form to all stakeholders. The responses on the 32 forms returned indicate an overall very positive impression. Especially the questions regarding the amount of information we provided before the event (about the project, event logistics and event structure) were predominantly answered with "about right". The maximum score concerned the event's organisation and logistics (31 out of 32 confirming). One participant sums this up with the words "This event has been well organised. Keep the standard." A slight drop from the possible maximum related to the questions "were you always clear what we expected you to do?" and "did you find the moderation techniques effective?"

The strongest sense conveyed through the multiple-choice part of the feedback form concerned the balance of the stakeholders' composition in the four thematic workshops, mostly highlighting the desirability of a stronger participation of practitioners in the sense of industry, policy, implementers etc. In addition, one workshop was seen to be dominated by representatives from Mediterranean countries while another workshop would have benefitted from a stronger presence from Southern European countries. Both aspects were negatively affected by last minutes cancellations of four individuals.

The feedback form also provided the opportunity to leave qualitative comments. A strong sense was expressed thereby to emphasise the desirability of very concrete and case-specific discussions, rather than general topics. Some stakeholders, however, expressed the opposite view, which signals the necessity to dedicate particular care into finding a workable balance there. Other comments recommended preventing discussions from drifting into very detailed technical exchanges. Others suggested to bring the four themes (the four White Paper goals TRANSFORuM focuses on) into closer contact and to highlight the interlinkages between them. "The moderation was very good" was one of several similar comments on the feedback forms. However, we also received suggestions on how to improve the moderation technique, which we acknowledge with thanks.

### Lessons learned

We aim to improve on these issues in our next events in order to also boost the satisfaction level with the overall quality of the discussions and their relevance. We also strive to further improve the balance across all

stakeholders with regards to gender, country, sector etc. We will make particular efforts to ensure the highest possible representation of practitioners, industry, authorities, and users. We also take very seriously the recommendation to provide more analytical background information before TRANSFORuM events. What we also learned was that about half the attendees expressed their willingness to engage with the project through LinkedIn, 7 through Twitter and only 5 through Facebook. We will adjust our priorities accordingly. We are also pleased that most participants would be willing to attend future TRANSFORuM events.