

TOPIC
N°8DATA, THE KEY TO BETTER DIALOGUE
BETWEEN TEAMS

Guiding questions: Data is collected, but how do you ensure that it is actually used to initiate discussions on quality within your organization, and that it is also used by decision-makers?



DO'S

Dialogue preparation:

- Define the purpose of the conversation and who needs to be involved (level of expertise, strategic level)
- Set a clear agenda, so that participants have clear expectations and can prepare before the session

Conditions for quality dialogue :

- Encourage open dialogue and trust, and make sure people feel at ease
- Encourage decision-makers to share their views and needs
- Set clear objectives for data collection and use
- Ensure that roles are clearly defined at each stage of the cycle
- Check data source, validate and control quality
- De-identify personal data not required for decision-making or reporting purposes
- Setting up a framework for testimonials
- Present data as simply and clearly as possible
- Use data visualization tools to highlight trends
- Present the right level of narrative to trigger reflection and enrich analysis
- Establish a feedback mechanism to find out whether data is being used by decision-makers, and whether it is of adequate quality



DON'TS

- Sharing sensitive data / personal data
- Include unwanted or unnecessary data to create "infobesity"
- Measuring/tracking everything
- Make do with poor-quality data
- Jump to conclusions based on data
- Neglecting training/briefing of the team and decision-makers, which would slow down the improvement of the understanding and importance of data by all staff