

## HOW TO CAPTURE INPUT IN REAL TIME

### **What to know:**

The following tips will help ensure that all input is being collected and submitted accurately and in a timely manner so that it can be considered and incorporated into insights of the technical team, and shared back with other community stakeholders as well.

### **What to do:**

- **Be prepared:** Bring a small notepad and pen so that you can take notes during your conversation, and have some topics/questions sketched out ahead of time. (See Part 1 for questions to help you get started.)
- **Capture required information up front:** Make sure that you capture the full name and contact information (phone number, cell-phone number, mailing address, and email address) of the person or people that you are talking to at the outset of your conversation or meeting.
- **Look for the main ideas:** Input can come in a variety of forms, through stories, through questions, through observations, etc. Make sure that you are listening for the main points that the person is trying to make, even if they are not obvious. Don't be afraid to ask follow up or clarifying questions to be sure that you understand what they are trying to get across.
- **Determine how to capture:** In order to collect feedback, it's a good idea to take notes either during or immediately after your conversation. Let people know in advance that you are going to do this. Don't worry about writing everything down; just try to capture the main points, suggestions, questions, etc. It is very important to give the person to whom you are speaking your full attention and to maintain eye contact, so don't let note taking get in the way of your active listening. In some cases, you may ask for permission to record the dialogue (video and /or audio).
- **Take time:** Leave yourself time after your conversation to write down additional notes. Maybe you want to flush out some of the main points you jotted down during your conversation, or write down some additional questions that you want to follow up on. It is best to do this within the 15 minutes following your conversation, when it is still fresh in your mind, since it is very important to reflect input accurately.
- **Follow through:** Make sure to write down any follow up actions that you want to take after your conversation. This could be how you are going to take back what someone shared, how you'll follow up with an answer to a particular question, opportunities for them to get more involved, or other next steps. Following through on what you say you are going to do is very important for building and maintaining trust.