

METHOD **DAKI RETROSPECTIVE (DROP ADD KEEP IMPROVE)**


Area of CoP Activity: Learning and Developing Practice
Taking Action as a Community

CoP Lifecycle Phase: Inquire
Design
Grow
Sustain


CoP Success Factor: Sharing Best Practice
Learning Strategy

EIGE Step: Step 2: Analysing and assessing the state of play
Step 5: Monitoring progress and evaluating a GEP
Step 6: What comes after the GEP

Group Size: Unlimited

Difficulty Level: 

Time Needed: 

Facilitator Preparation: 

Participant Preparation: 

Description: DAKI is an activity to assess and evaluate certain aspects of a project or the value of current practices. It looks at what went well and what didn't. Based on that, participants decide which activities to keep and improve, which should be stopped, and which might be helpful to add.

More Information: <https://www.teamretro.com/retrospectives/daki-retrospective/>
<http://www.funretrospectives.com/daki-drop-add-keep-improve/>
<https://funretro.io/daki-drop-add-keep-improve/>



DAKI RETROSPECTIVE (DROP ADD KEEP IMPROVE)¹

NEW

Short description

By evaluating the value of certain activities or practices, DAKI retrospectives supports groups in prioritising those practices that are of high value and to drop those, that are not. Furthermore, DAKI retrospective helps groups to see and understand the ideas of others. This activity enables groups to decide by themselves what is working for them and what is not.

When to use

This activity is most effective when using it later in the process of a project or implementing measures as it helps to evaluate what has been working well and what has not. A good time could be after finishing a task or reaching a certain interim goal. The activity then allows participants to look back at it and to see what should be kept for the future, what is missing, what did not work well and needs to be improved or dropped.

How to

A: Brief explanation

The basic idea of this activity is to assess a certain practice based on the four variables 'Drop', 'Add', 'Keep' and 'Improve'. This can be done by drawing a matrix on a flipchart or – if the meeting is virtual – by using a whiteboard tool. The participants get a couple of minutes (around five, depending on your schedule) to think about the comments regarding the four variables and to write them down on cards. After shortly explaining their comments, they pin their cards on the flipchart or pinboard in the square to which it belongs ('Drop', 'add', 'Keep', 'Improve'). Similar comments can be merged, so that there are no unnecessary repetitions.

B: Detailed step-by-step guide

-The base of this activity is a 2x2 matrix (see example below), which should be prepared on a flipchart or whiteboard. Each one of the resulting squares represents one of the DAKI variables:

Drop (top left): Things that should be put in this square are practices that didn't work well, practices that worked but didn't add value to the process or activities that take up too much time. Basically, everything that keeps the group from reaching their goal.

Add (top right): It might occur that in the process things come up that need new practices or innovative ideas. Those should be placed in this square.

Keep (bottom left): Things that worked well and that people liked will be kept for future activities.

Improve (bottom right): This variable addresses those things, that people like but could not try yet (e.g., a specific methodology) or they might not have worked as planned. It can also refer to specific areas that people would like to work on more.

-After explaining the meaning of the matrix and its squares, the participants get five minutes (this can be adapted depending on how much time you have) to think about comments/ ideas for each of the variables.

-Participants now get the chance to explain their comments shortly (if you are on a tight schedule, you can always limit the number of comments per square and participant) and to pin them onto the corresponding square.

-If several participants have the same or similar comments, they should be merged to make further discussion easier.

-If the number of comments/ ideas is still too large, you can let the participants vote (e.g., five votes per participant).

-Based on the comments and ideas that are now left, you can discuss the next steps, responsibilities and concrete actions.

¹ <https://www.teamretro.com/retrospectives/daki-retrospective/>
<http://www.funretrospectives.com/daki-drop-add-keep-improve/>
<https://funretro.io/daki-drop-add-keep-improve/>

-It is always helpful to save the doc, the flipchart or whiteboard with the results of the session, to be able to compare it with the next DAKI retrospective and to monitor the progress.

This activity is adaptable and can be used in online meetings as well. The matrix can be easily shared with others via a doc, Whiteboard or Mural. There are several websites offering this service as well, such as FunRetro. Participants can work simultaneously or one after another, depending on which tool you choose. Another option is that one person is responsible for adding the comments of the participants to the matrix. Participants can let the facilitator know either verbally or via chat what to write down and where to put it. Beyond that, the activity follows the same steps like doing it face-to-face.



Additional ideas / information:

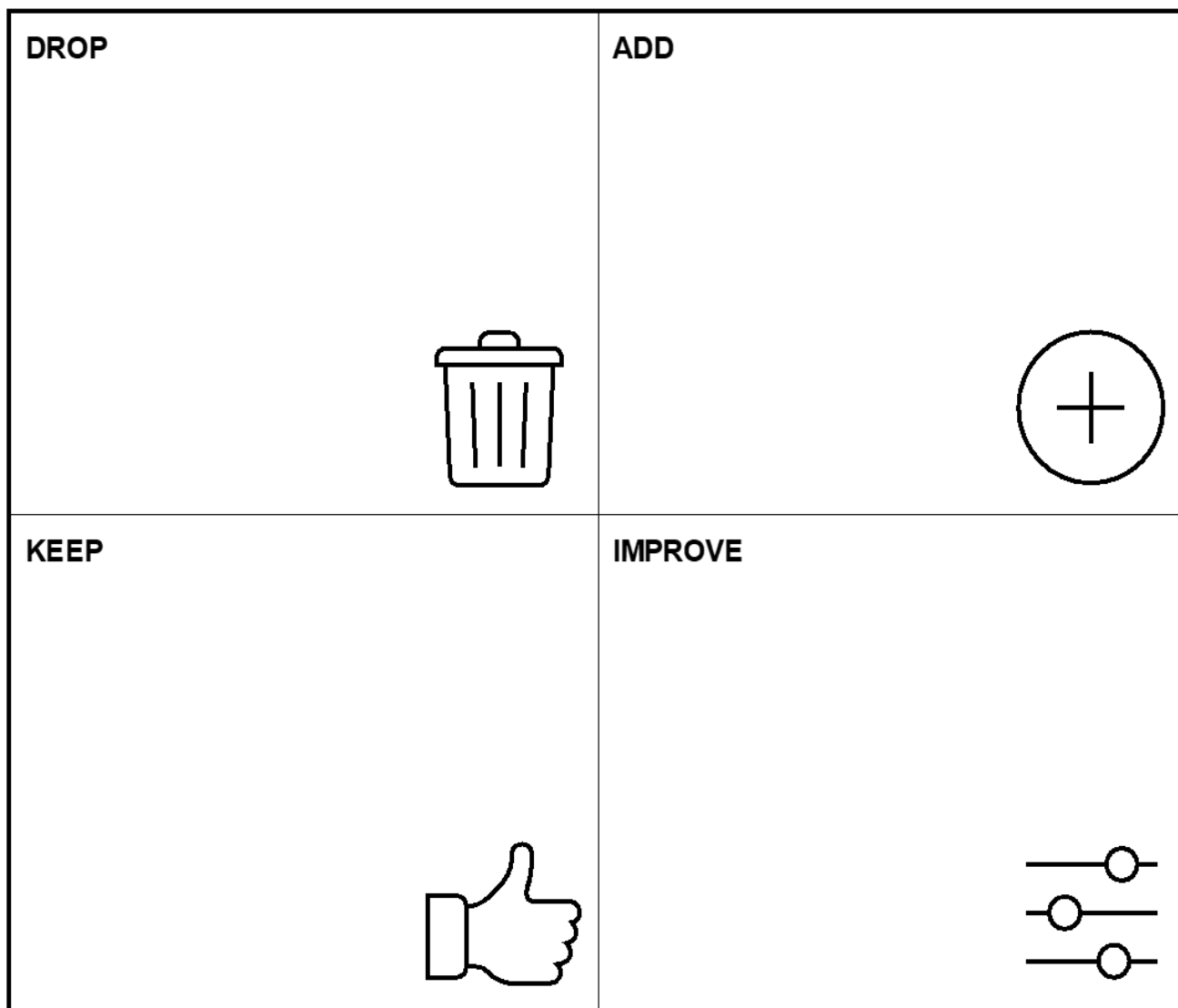
- It might be helpful to set time limits (e.g., for the brainstorming part of the activity) to have more time for discussing the outcomes of the DAKI retrospective.
- If the number of comments in each square is too big even after merging similar comments, participants can be asked to vote (e.g. each participant has 5 votes) and thereby limiting the number of comments.
- When conducting this activity online, it might be helpful to inform participants prior to the meeting which platform or tool you would like to use, so that they can have a look at it and how it works.

Template and example:



Template

DAKI RETROSPECTIVE



DAKI retrospective

Use this template when you want to capture team / group insights and feedback





1

Reflect with team or stakeholders on how things [name] are going and what needs to change

Feedback parking lot



DAKI wall

DROP... 	ADD... 
KEEP... 	IMPROVE... 

DAKI retrospective template example in Mural

REFERENCES

EasyRetro 2019. DAKI Retrospective – Drop, Add, Keep, Improve. Available from: <https://funretro.io/daki-drop-add-keep-improve/>

Funretrospectives 2020: DAKI – drop, add, keep, improve. Available from: <http://www.funretrospectives.com/daki-drop-add-keep-improve/>

Teamretro 2019. What is a DAKI retrospective? Available from: <https://www.teamretro.com/retrospectives/daki-retrospective/>