

4.H. Keeping on Track. How Do We Move Forward?

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H.1. What Is *Keeping on Track*?

Key Questions:

- Are we ready to take the next step?
- How did it go?
- What did we achieve?
- Did we celebrate our achievements (even the small ones)?
- What needs to change?
- What is the next step?

What Is It?

A process of violence intervention is likely to be made up of many moments when decisions need to be made, actions are taken and next steps are planned and reviewed. *Keeping on Track* makes sure that the overall intervention is going well, that goals are in place, and that the process is moving forward in a good direction. It includes self-checks both for groups and for individuals to make sure that everyone is moving towards the goals. It gives opportunities for adjustments to be made as actions are taken along the way and as situations change.

In short, *Keeping on Track* helps us to figure out:

1. Are we ready to take the next step?
2. How did it go?
3. What is the next step after this?

These steps can continue in cycles as in intervention process moves forward. So we can expect that these questions will be asked repeatedly along the way.

Why Is It Important?

Because the dynamics of interpersonal violence and those of interventions are complicated and often ever-changing, even the best initial plans require some degree of monitoring and evaluation. Having a regular way to continually check in can help us make the appropriate changes in our course as we move along.

Using the Tools in This Section

The tools in this section are organized around typical situations in which we might need to take a look around: 1) at the beginning or end of a meeting; and 2) before and after taking an action.

Oftentimes, a meeting about an intervention will end with next steps. Making sure that these are clear and having a plan for these to be carried out is an important part of keeping on track and moving forward. Tool H1: *How Are We doing? End of Meeting: Guiding Questions* can help to make sure that these next steps will happen.

To figure out next steps in general, use Tool H2. *What Are Next Steps: Guiding Questions*. As you are about to take these next steps, then you can use Tool H3. *Are We Ready for the Next Steps: Guiding Questions*.

After you take the next step, then Tool H4. *How did we do? Reflecting on an Action: Guiding Questions* can be useful in reflecting on how it went. Some people refer to this as an evaluation.

It may be useful for individuals or groups to occasionally step back and see how they have been doing as a group. Tool H5. *How Are We Doing? Individual Self-Check: Guiding Questions* can be a useful tool for individuals to think about the process and see how they are contributing. For groups, this can be done with Tool H6. *How Are We Doing? Group Self-Check: Guiding Questions*.

Finally, the group will come to a time when the intervention comes to a close and moves into a phase of following-up. This might be because goals have been reached. Or it may be a time to step even if goals have not been reached. Tool H7. *How are we doing? Closing an Intervention: Guiding Questions* can help your group move through this step.

H.2. Keeping on Track Across the 4 Stages

In Section 3.6. *Interventions Over Time: 4 Phases*, the Toolkit introduced the idea of 4 possible phases of interventions: 1) Getting Started, 2) Planning/Preparation, 3) Taking Action, and 4) Following Up.

Keeping on Track includes tools that can be used at any stage of the intervention.

Getting Started

As you get started, you may start putting the pieces together that will form the foundation of your intervention. Although things can change dramatically along the way, you may want to use the tools in this Section to return to the basics and make sure that you are following a steady course of action.

Planning/Preparation

As you plan and prepare your set of actions, these tools can serve as good check points to move along. If you are primarily involved in planning meetings during this stage, the tools can help you make sure that you have clarified next steps at the end of each meeting.

Taking Action

This section also contains tools that are focused on preparing yourself for taking action. It has simple checklists and guiding questions that can help you get clear and prepared right before you are ready to take your next step. Once you take the next step, it can help you to determine whether that last action went well or if changes need to be made.

Following-Up

These tools can help you to see what follow up work you may need to do as you move towards the end of an intervention, or if you decide that you can no longer move forward.

Related Sections

Tools to help teams or coordinated efforts are included in the Section 4.G. *Working Together*.

Tools to determine safety concerns before taking next steps are included in the Section 4.B. *Staying Safe*.

H.3. Keeping on Track Tips

1. Read *Some Basics Everyone Should Know*.

Interpersonal violence is complicated. Although we may hear more about domestic violence or sexual assault these days, many misunderstandings still exist and many misconceptions about what it is and how to approach it. Read Section 2. *Some Basics Everyone Should Know*. Pay special attention to Section 2.2. *Interpersonal Violence: Some Basics Everyone Should Know* in order to have a clearer picture of what is going on. The Section 2.3. *Violence Intervention: Some Important Lessons* also shares important basics about interventions based upon the experiences of Creative Interventions.

Share this information with others who may be involved in a situation of violence and may need some resources to help them know what to do.

2. As more actions take place, it can be useful to use the tools in this section as “cheat sheets” for a quick reference as you prepare to take action.

Even if you have a good understanding of your overall goals and direction, each action taken can have specific narrower concerns on which to focus, especially if actions might involve safety risks. These Tools can be used as a quick list to make sure that you enter an action situation with clearly defined do's, don'ts and emergency back-up plans.

3. After taking action, it can be useful to look back to see how you did, what you learned and how you can improve.

Interventions rarely take place exactly as planned. They often involve many unknowns about how people will react, how well teams prepare and communicate with each other, and emotional reactions that one might have when actually taking action. The tools to help look back and learn lessons are helpful in making sure that adjustments can be made.

4. Celebrate your achievements.

Interventions are difficult. They can be painful, slow-moving and frustrating. There may be many interventions that do not result in the goals that were set out at the beginning.

This does not mean that there is nothing to celebrate. There is!

Simply calling together a meeting can call for celebration. Making a list of goals can be a reason to celebrate. Staying safe for a day, a week is cause for

celebration. Stopping violence for one more month and noticing the change is worth celebrating.

For some people celebrating will be easy and natural. For others, this will be unfamiliar territory – criticism and negativity or silence may be a more common way to get through something difficult.

Even if you do not feel comfortable with celebration, try celebrating a little. Try praising someone else for something achieved. Praise yourself. Clap. Sing a song. Do a little dance. Or simply say, “good job.”

Celebrating achievements is a necessary step towards keeping on track and moving forward.

H.4. *Keeping on Track* Special Considerations

While the process of *Keeping on Track* may be different depending upon your relationship to the violence, these tools are the most general set of tools within this Toolkit.

They are useful for determining next steps whether you are the survivor or victim of violence, the people primarily intervening or the person who has done harm. There are no special considerations for these tools. They can be used by anyone for any part of the process of intervention.

H.5. Keeping on Track Facilitator Notes

Keeping on Track tools can be very useful for facilitators to turn to in order to keep the process moving along on a positive course.

If you are the facilitator, you can keep these tools on hand to assist people no matter what stage of the intervention. They can keep processes in good health and are useful for individuals or groups; or the overall process or a particular activity within the process.

1. Keep the goals in mind and use the tools in Keeping Track to move towards the goals.

If an intervention goes for a long time, it can be easy to lose track of where you are going. These tools help you to move along to the next step. Keeping these tools in mind as you work towards the goals can be a useful way to stay on a path to progress.

2. Keep these tools on hand at every meeting or every step.

These tools can help you figure out the next steps after a meeting, after an action or just along the way. They can be used for an individual or for a group. You can think about how to use the questions to move you along as you facilitate a meeting. Or you can remind everyone that these tools are there to help each individual to keep on track.

3. Remember to celebrate the achievements.

You will likely find that an intervention to interpersonal violence is hard work. It is easy to feel confused, disappointed and wonder if anything will move forward. These tools help to figure out how you are doing and how to move to the next step. However, an important step will be to notice the small successes, however small, like the little steps forward, things somebody did well or led to some kind of positive feeling. Celebrating small and big steps along the way will be important in moving towards bigger goals.

It is possible that in an intervention, there will only be the small achievements. We at Creative Interventions have come to see each step and each gain as important. We urge you to do the same.

H.6. Real Life Stories and Examples

Put your story here.

H.7 Tools Cover Sheet

[Keeping on Track Tool H1. What are Next Steps: Guiding Questions](#)

At the end of each meeting or phone call, email discussion, or other form of communication, you will have next steps. Various next steps may come up throughout the call, email discussion or meeting. It can be useful to summarize these at the end to make sure that you: 1) remember the next steps; 2) agree on the steps; and 3) have a clear plan to tackle each one.

To organize next steps, you can follow these guided questions:

TIP: If some steps are only for certain people, write their name or initials after that step.

1. Will you meet again or talk again? When? Where?

2. Will you communicate before the next meeting?

- What will you communicate?
- How will you communicate?
- Who will initiate communication?
- By when will you communicate?

3. What other “homework” or actions will happen before the next meeting?

What tasks/actions?	By whom?	Notes: by when, type of follow-up, etc.

Keeping on Track Tool H2. Are We Ready for the Next Step: Guiding Questions

Sometimes it is useful to take a moment and make sure you are prepared for the next step in your plan. These are some questions you can ask yourself as you are about to take the next step.

1. Are we clear about *what* the next step is?
 - a. What is it that we are about to do?
 - b. What concrete steps does it involve?
 - c. Who is going to do what?
2. Are we clear about *the reason or reasons* we are doing this?
 - a. Why are we taking this next step?
 - d. What do we hope to achieve?
 - e. What larger goal is this linked to?
3. Are we clear about *how* we want to do the next step?
 - a. How are we taking the next step?
 - b. Are there any clear “do’s” or “don’ts” about how we take the next step?
4. Are we clear about *who* is responsible for taking the next step?
 - a. Who will is responsible overall?
 - b. Who will initiate it or get it started?
 - c. Who else is involved and what are their roles?
 - d. Who will serve as back-up if other people cannot do their part?
5. Are we clear about *when* the next step should happen?
 - a. When are we starting the next step?
 - b. Are there phases to the next step? If so, when do they start?
 - c. Is there a time by which we want or need the next step to be completed?
6. Are we clear about *follow-up* after the next step?

a. When the next step is completed, what is to happen? And who is responsible?

7. When we complete the next step, what happens after that? What is the next step or steps?

8. Is there anything else that is important?

Keeping on Track Tool H3. How are we doing? End of Meeting: Guiding Questions

These are good questions to ask at the end of a meeting. They can help improve your meetings as you go along so that they are productive, constructive and move you towards your goals.

1. Did we meet the goals of the meeting?
2. Did the meeting have a good feeling overall?
3. Were there disagreements or conflicts? If so, what were they about? (For example, different perspectives, different values, different communication styles, conflicting personalities?)
4. If there were disagreements or conflicts, were we able to reach a place to move forward?
5. Was there anybody who was taking up too much space? Too little space? What can we do about it?
6. Did we make sure to address any special needs of the survivor, person doing harm, or others?
7. Was the meeting well-facilitated? Did it move along smoothly?
8. Does anything need to change? If so, what needs to change? What is our system or plan for change?
9. What were the achievements (including small ones)? Did we celebrate the achievement?
10. Did we end up with clear next steps? What are the next steps?

[Keeping on Track Tool H4. How are we doing? Individual Self-Check: Guiding Questions](#)

Evaluation of the process is important at each step of the way. The following is a list of guiding questions to ask ourselves as individuals as we are working on an intervention.

1. How does this process relate to what is important to me?
2. What do I bring to this process?
 - a. Things that I value or care about
 - b. Things that I know or people that I know
 - c. Things I have to offer – can include things like transportation, cooking, good listener, spaces to meet, etc.
 - d. Other?
3. What are some negatives I need to watch out for?
 - a. Attitudes (for example, negativity, impatience, tendency to gossip, tendency to fight or put people down, tendency to stay silent and not say what I think)
 - b. Ways of communicating that put people off
 - c. Ways of being in a group that can get in the way
4. This is about ending violence. Did I fully go through Section 2: *Some Basics Everyone Should Know*? How can I look through this thoroughly or have someone share it with me?
5. Do I know about the collective goals and action plan? If I do not, how can I ask for them?
6. This is a team or collective process. How is this for me?
 - a. What feels good and supportive?
 - b. What is difficult?
 - c. How am I helping?
 - d. What am I doing to get in the way?
 - e. How can I make things better?

7. How have I contributed to the group process or to moving towards the goals?
8. What else can I do to contribute?
9. Is there anything I have a problem with or disagree with that I need to share with the group (and haven't so far)? Are there any secrets or things people don't know about that I need to share?
 - a. What is it?
 - b. Is there any difficulty in sharing this? Why?
 - c. Does this need to be shared? If so, how can I do it in the best way?
 - d. Who can I go to for support?
10. Is there anything else that is important?

[Keeping on Track Tool H5. How are we doing? Group-Check: Guiding Questions](#)

These are general questions to ask along the way to help make sure things are working smoothly.

1. Do we have clear goals and bottom lines? What are they?
2. Are we guided by clear values? What are they?
3. Do we all seem to be on the same page? If not, who is on the same page? Who is not? What can we do to get everybody on the same page?
4. Are we working through disagreements or conflicts in a good way?
5. Are we all getting enough support?
6. Are we offering enough support?
7. Are we keeping connected to and supporting the survivor?
8. Are we keeping connected to and supporting the person doing harm?
9. Are we taking care of people who are vulnerable or need our extra care? (for example children, etc.)
10. Are we regularly doing risk assessment and safety planning?
11. Are we moving towards or do we have a clear action plan with the right people taking responsible for each piece, specific tasks or expectations, reasonable timelines?
12. Are we flexible enough to consider new opportunities or unanticipated roadblocks?
13. Are there things we need to change? What are they?
14. Do we have a good system or plan for change? If not, what changes need to be made?
15. What are the next steps?

[Keeping on Track Tool H6. How did we do? Reflecting on an Action: Guiding Questions](#)

An intervention will involve actions along the way. It is helpful to take a look back at an action to see how it went, what we can learn from that action, and what we should do in the future.

These questions guide us through helpful questions regarding an action.

1. Was the action well-planned?
 - a. Specific enough?
 - b. Did it involve the right people?
 - c. Did it involve the right number of people? Too many? Too few?
 - d. Did everyone work together well?
 - i. If so, what made it go well?
 - ii. If not, why?
 - iii. What can be improved?
 - e. Was the action appropriate for its goal?
2. Were the possible risks and safety planning taken into account?
3. Did the action go as planned? If not, assess:
 - a. Why not? Could this be improved if you did it again? Or for the future?
 - b. Were we able to make moves to correct for this?
4. Did the action do what it was supposed to do?
 - a. Yes, no, maybe?
 - b. How do you know?
 - c. Do we need to get more information? What?
5. What did we learn?
 - a. Positives
 - b. Negatives

6. Does anything need to change? If so, do we have a good system or plan for change?

7. Does the action change anything significant in other parts of the intervention? What?

8. What do we need to communicate back to others? To whom?

9. What are the next steps?

[Keeping on Track Tool H7. How are we doing? Closing an Intervention: Guiding Questions](#)

At some point, you may come to the end of an intervention. This may be because the intervention went well and your goals were reached. It may also be because you need to end the intervention – even if you did not reach all of your goals.

These are some questions to ask yourself regarding the intervention as a whole.

1. How did the intervention go as a whole?
2. How did the group or team work together?
3. Have overall goals been met? If not all, which ones?
4. Have people's individual goals been met? If not all, which ones?
5. Has the intervention process been guided by the team values and bottom-lines? Which were particularly followed? Which were not?
6. Did the team work well together?
 - a. Was there enough/appropriate support?
 - b. How was the communication?
 - c. How was the decision-making process?
 - d. Is the group sustainable or able to keep together for long enough to reach the group's goals?
7. What changes have happened for the group or community? What is positive? What is unchanged? What is negative?
 - a. How is the level of trust?
 - b. How is the sense of community affected?
 - c. How was the safety of the community affected? More safe? Less safe?
 - d. Would we be able to do this again if necessary?
 - e. Are we able to share these lessons with others?
 - f. Anything else?

8. What changes have happened for the survivor or victim? What is positive? What is unchanged? What is negative?

- a. How is the level of trust for others?
- b. How did this affect one's sense of safety?
- c. How did this affect one's health (physical, emotional, spiritual, etc.)?
- d. Did this lead to a sense of repair from the harm?
- e. Did this person feel supported – feel a sense of community?
- f. Are we able to share these lessons with others?
- g. Anything else?

9. What changes have happened for the person doing harm? What is positive? What is unchanged? What is negative?

- a. How is the level of trust for others? How is the level of trust from others for the person doing harm?
- b. How is the sense of this person's safety? How is this person now affecting the safety of others?
- c. How did this affect the health (physical, emotional, spiritual, etc.) of the person doing harm? And how did this affect the health of others who were impacted by the harm?
- d. How does this person now understand the harm that they caused and the impact of that harm to others – and to themselves?
- e. How did this change this person's harmful attitudes?
- f. How did this change this person's harmful behaviors?
- g. Did the person doing harm receive support for these changes – a sense of community?
- h. Are we able to share these lessons with others?
- i. Anything else?

10. What changes have happened for others _____? What is positive? What is unchanged? What is negative?

- a. How is the level of trust for others?

- b. How did this affect one's sense of safety?
 - c. How did this affect one's health (physical, emotional, spiritual, etc.)?
 - d. Did this lead to a sense of repair from the harm?
 - e. Did people feel supported – feel a sense of community?
 - f. Are we able to share these lessons with others?
 - g. Anything else?
11. Would you consider this intervention a success?
- a. What was successful?
 - b. What wasn't successful?
 - c. Is it overall a success?
12. Congratulations! Can you share your story (successes and limitations) with others? Think about sharing your story with the StoryTelling & Organizing Project (www.stopviolenceeveryday.org).