

# Annex 2: Feedback report



**ESCWA**



# Annex 2

## Feedback report

This report analyses the feedback on the content and format of the conference, provided by the participants and organisers. It also highlights some specific lessons learnt identified by the organisers. The quotes in this report are extracted from the feedback forms that the participants were asked to fill out and submit to the organisers at the end of the conference.

### 1. Feedback on content

Overall, the content of the conference was highly appreciated by the participants. The purpose, results and outcomes were regarded as relevant and meaningful. Furthermore, participants felt that “the **lessons on the case studies** of what had worked and what not were very insightful”. Other positive notes were that more insight was acquired on the issues related to water and the green economy and that the conference theme enabled the **sharing of ideas and knowledge** across sectors.

However, the participants suggested to **reduce the number of issues**, since this would enable a more focused and in depth discussion of each issue. Furthermore, it was recommended to put **more emphasis on the toolbox**, for example by presenting the toolbox at the start of the conference and encouraging participants to study it and provide feedback.

### 2. Feedback on format

Regarding the format, participants appreciated the interactive “set up of the conference where **everyone has a role to play**”. Both participants and organisers considered the **market place** session as the most valuable aspect of the conference format. The market place allowed case presenters to discuss and actually share lessons learnt across continents. The **level of interaction** was very high and case presenters were eager to learn from experiences in other countries. In particular, participants praised the “sharing of ideas and opening up of a dialogue”; “learning about cases from different regions”; “getting first-hand information on what worked and what not when transitioning to a green economy” and “question and answers in the open forum”.

Furthermore, the **communication support** was considered as a valuable aspect of the conference format. The **website, daily newsletters and interviews** were highlighted at the feedback forms and it was appreciated that “all those in the outside world” could follow the conference. It was suggested to **increase the engagement of journalists** in the preparatory process and during the course of the conference.

Another comment on the conference format was that the participants would have appreciated **more time to share experiences and lessons learnt**. The interaction at the market place was considered as an important aspect of the conference, but the participants expressed the desire for more time to explore the details and lessons learnt of the case studies in depth. The participants also suggested dedicating **more time to the cases that were only presented in the market place** and not in the plenary session.

Although the video interviews were welcomed by the presenters as a valuable medium to share their case studies, more emphasis could have been put on these cases during the course of the conference.

### 3. Identified lessons learnt

- **Creating space for ‘conversation’** is essential when organising a conference. Conversation goes beyond interaction; it entails the actual sharing of experiences and lessons learnt between conference participants. At this conference the most important moments for conversation were the market place and the informal discussions during the coffee and lunch breaks.
- There should be **space for ‘second order’ sessions**; sessions that actually explore the implementation process of tools and approaches. The plenary and market place sessions allowed for the presentation and analysis of the tools and case studies, but not for sharing lessons learnt about the implementation of the tools. The implementation process is critical for transitioning towards a green economy. Sharing lessons learnt across continents on this process can help countries to move forward.