





# Love Letter Breakup Letter



FACILITATOR'S  
GUIDE

# Facilitator's Guide

This tool is a simple, yet effective, way to collect feedback while going beyond the everyday survey. Though each participant works independently to complete their worksheet, this exercise can be conducted individually or in a group setting. With proper instructions, it can also be mailed, or electronically shared.

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|  <b>GOAL:</b><br>Empathize |  <b>TIMEFRAME:</b><br>15 Minutes |  <b>PEOPLE:</b><br>1 Facilitator<br>10+ Participants |  <b>MATERIALS:</b><br>1 Breakup Letter and 1 Love Letter per Participant |
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## Step One:

Each participant should be given two worksheets—one worksheet should be the template for a love letter, and the next a template for a breakup letter. Participants will also need a writing utensil.

## Step Two:

Introduce the exercise to your participants. For example, “Today, we’re going to ask you to think about your relationship with us. Think about us as that certain someone in your life—are you head over heels or scanning the room for the nearest exit? Tell us about it in either a Love Letter or Breakup Letter.”

## Step Three:

Give the participants 10 minutes to write their letters (bonus points if you have some light background music to fill the silence). After time is up, ask a couple of participants to share their letter at the end. Be sure to collect all letters before participants leave.

## Step Four:

Independently, review the letters. Pay close attention to how participants describe their relationship with your organization. Look for emotionally charged sentences, both positive and negative. After reviewing all of the letters, identify themes to inform organizational insights.