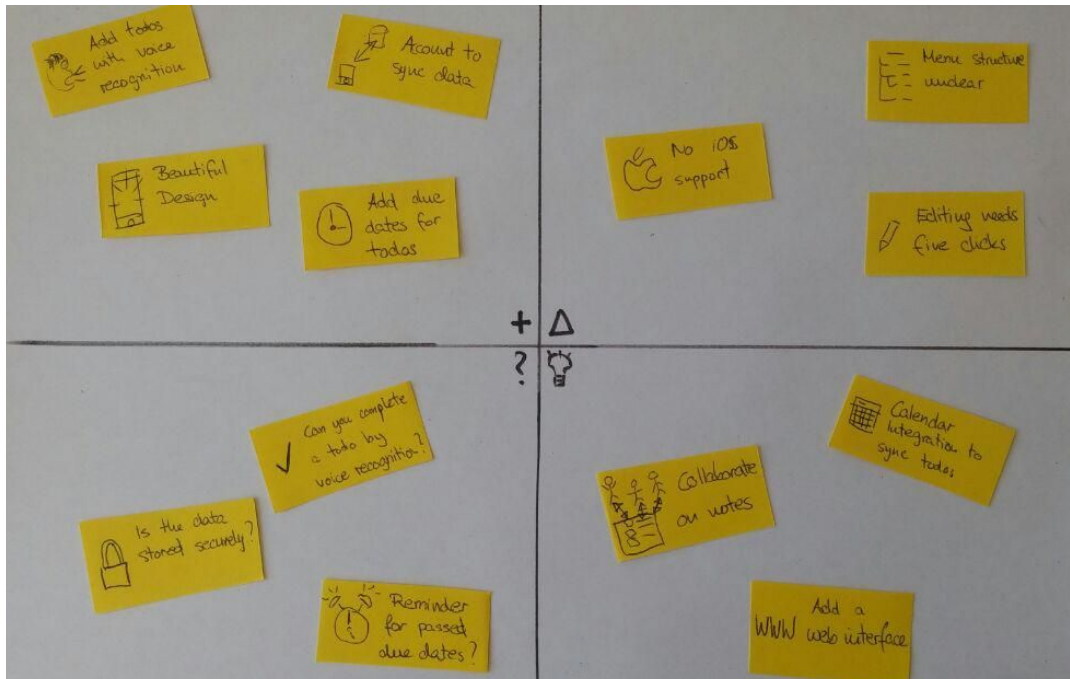


FEEDBACK CAPTURE GRID

Foster **Feedback**



PREREQUISITES

- A surface to draw on, e.g. paper, whiteboard, etc.
- Pens
- Post-it notes

TIME

5-25 min

WHAT

The Feedback Capture Grid is a method to gather feedback in a **structured grid**, that is documented along the way. It is based on **four quadrants** labeled with easy to understand **symbols**, that are used as categories for the feedback.

WHY

This method helps you to be systematic about feedback and forces you to think about **different aspects**. It is especially useful for **written, prepared** or **formal** feedback. Because this method is performed as a written exercise, it **facilitates documentation** by capturing the results e.g. in a photo.

For more general information on feedback, please check the attached "**General Feedback Tips**".

HOW TO

In general there are two ways to use this method, for either gathering on-demand feedback or unpacking feedback internally after an external testing session. The procedure is basically the same, just that in the latter case the feedback givers don't present their own feedback but rather the feedback from the attendees of the external testing session.

One could add a third option when collecting feedback with a bigger group: The Feedback Capture Grid is done as a poster - Post-its notes and pens are given to the audience and at the end the audience is then asked to leave the feedback inside the grid.

PREPARE The method itself is very simple - just take a rather big piece of paper, or any other surface that you can write on, e.g. a whiteboard. Then divide it into four quadrants and label them with simple symbols:

[+] **LIKES**

positive feedback

[▲] **CRITICISMS**

constructive negative feedback

[?] **QUESTIONS**

questions about the experience

[💡] **IDEAS**

ideas that sparked during the presentation

USE As a moderator you can explain your team the basics of this method, if needed. The actual feedback giving is divided into two parts:

1. A quick solo brainstorming session to fill Post-it notes with feedback
 - a. Every feedback point is written on one Post-it note
 - b. Add a simple drawing to highlight your point
 - c. Put your Post-it notes into the right quadrant
2. Presentation of the Post-it notes
 - a. Either while putting them on the board
 - b. Or at the end, everybody presents their Post-it notes

As a feedback giver, always try to give feedback for every quadrant - and as a moderator make sure that every quadrant receives at least a few notes. The moderator can try to steer the conversation into a certain direction if more input is needed.

During the presentation of the Post-it notes a discussion might be useful, to

- a. Get more details about the feedback point, e.g. if unclear
- b. Build upon ideas of others to further enrich the feedback, e.g. add solution ideas for mentioned critique

Of course these new points can be written on Post-it notes and added to the grid.

FEEDBACK CAPTURE GRID

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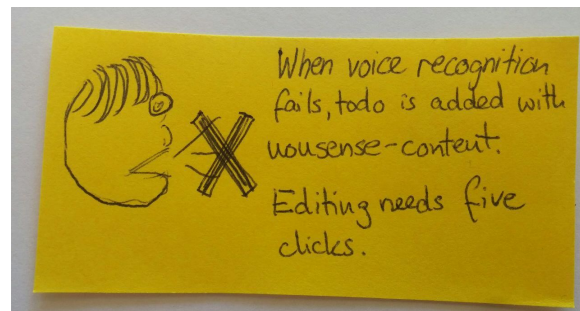
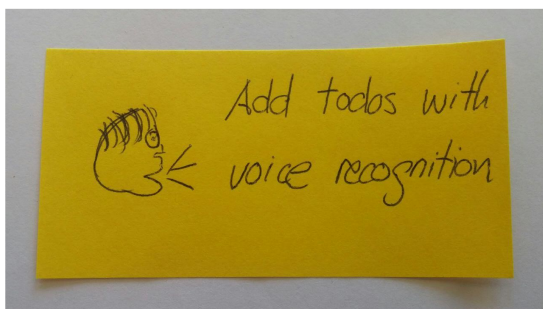
FOLLOW-UP After gathering the feedback make sure to share it with your team members, e.g. by taking a picture of the feedback and sending it to your peers. Take care of open questions and critique that was raised, but on the other hand also consider positive points and ideas for future development. The next step then would be to iterate and create the next prototype for gathering more feedback.

You can do this exercise live on a whiteboard or pinboard with Post-it notes or for distributed teams virtually on drawing tools like "Invision Freehand" or "Awwapp".

EXAMPLE

This feedback method can be used anytime to provide feedback on any topic.

Imagine issuing feedback on a todo application, one person might add the following feedback notes:



+ Δ

? 💡

