

FIVE FINGER FEEDBACK

Foster **Feedback**



PREREQUISITES

- A topic that needs feedback
- A group of people that is willing to provide feedback

TIME

5-25min

WHAT

Gathering feedback should be simplified by the Five Finger Feedback method. The method is assigning each finger a **specific meaning** and those associations are then used to give **structured** feedback.

WHY

To make the feedback experience more pleasant and useful, different methods exist to gather feedback. Five Finger Feedback is especially useful for **fast, ondemand** or **informal** feedback. The gathered feedback is structured and the exercise can be performed written or oral.

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

FIVE FINGER FEEDBACK

Foster **Feedback**

HOW TO

Every finger is associated with a type of feedback that should be given. Please be aware that in some cultures the meanings of the gestures could be different.

THUMB As showing somebody a thumbs up, you should tell what you really liked.

INDEX FINGER Tell what you have noticed or what you would like to point out. Maybe you are worried about a specific point that you would like to mention.

MIDDLE FINGER While this finger is meant to give the negative feedback, describing what was not so good or what could be done better, it is important to stay objective to not hurt anybody.

RING FINGER Show your connection or emotional part of the feedback. Tell what you would like to take away and what you would like to keep. Maybe you saw something interesting during the feedback session that you would like to take away.

LITTLE FINGER The shortest finger should remind us of what did not get enough attention - or simply something that was missing from your perspective.

There are multiple ways in which you can gather the five finger feedback. You can draw one big hand and let your users write something for each finger, you could tell them to get a sheet of paper and draw the hand themselves and fill it out, or you could just ask for the feedback verbally. The important thing is that every participant provides feedback for all fingers.

This method is particularly good for small groups, but it can be also used well in bigger groups if the feedback is written down.

EXAMPLE

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

Imagine feedback on a todo application:

THUMB *I liked the possibility to add todos without typing, just by using voice recognition.*

INDEX FINGER *I wanted to point out, that the todo date is only recognized when it is spoken at the end of the new todo note.*

MIDDLE FINGER *When the voice recognition fails, the todo is added with nonsense-content anyways. Editing the note is only possible by typing and you need five clicks to get there.*

RING FINGER *I didn't know that adding support for voice recognition can be that easy, I have noted down the name of the library so I can use it in my projects.*

LITTLE FINGER *I was missing an integration with the phone calendar, so the created todos can be automatically synced.*