

THE GOLDEN RULE OF EFFECTIVE FEEDBACK

If something isn't working, tell us why and we'll fix it. We want to earn our money.

GENERAL RULES FOR EFFECTIVE FEEDBACK

Please do...

- DO feel free to go negative about things you don't like. If you don't tell us what you think isn't working, we'll show you the same thing again and again.
- DO point out and go into as much detail as possible as to why you feel something is not working. More than anything, your reasoning is critical to solving the problem.
- DO speak to your goals and priorities for the project.
- DO tell us why we're wrong about certain design and development decisions we've made. Part of the process is finding those holes.
- DO limit the amount of people participating in the review cycle to as small as possible - for faster, more succinct feedback.

Please don't...

- DON'T mock up designs or alterations to our designs in photoshop, word, or any other program. Doing so is counter productive because then we have to reverse engineer the whole thing and find out what you were trying to solve. This results in lost time, and budget.
- DON'T prescribe solutions, because prescriptive feedback also needs to be unpacked, and reverse-engineered to get to the real issue. Bad → "Move the twitter button to the left" Better → "We want more importance placed on the social media sharing tools."
- DONT forget you hired design and development experts and your job is to be the business expert.