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TOOLKIT

Feedback Grid

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INTRODUCTION

Why do you use this activity?

Gather, organize, and make sense of feedback from users, team members, or stakeholders.

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INTRODUCTION

When should you use this activity?

Use this anytime you anticipate receiving feedback. You can create them during—or directly after—a user observation, a Playback, or an engagement.

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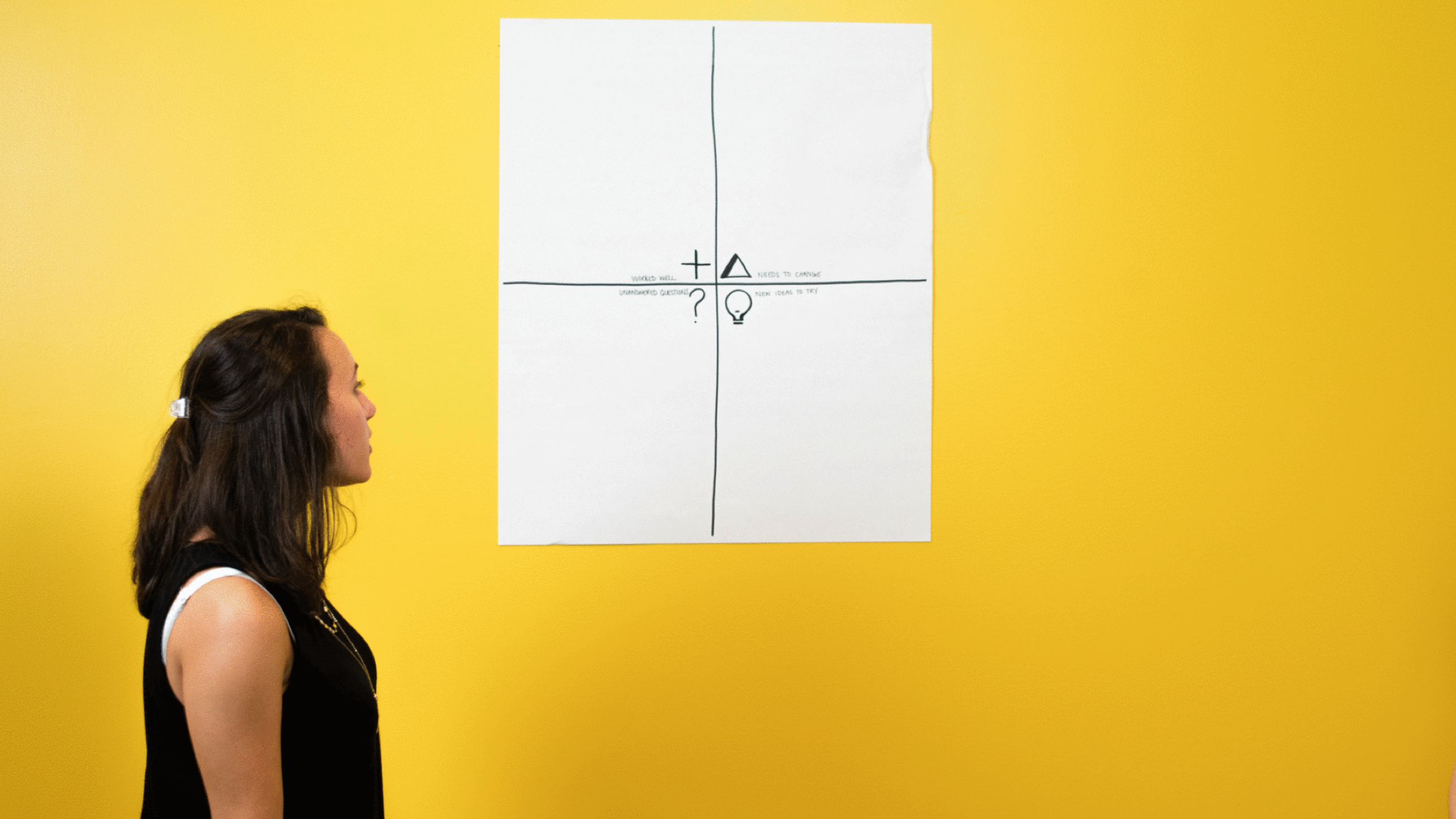
WORKED WELL
NEEDS TO CHANGE
UNANSWERED QUESTIONS
NEW IDEAS TO TRY

We suggest **30 minutes** for this activity. How much time you spend is up to you!

- **Write before you talk.** Write or sketch lots of your ideas on sticky notes *before* talking about them. During discussions, capture the main points on sticky notes and post to the wall.
- **There are no bad ideas.** Start big. Diverge to get everyone's ideas out there. Come back together to discuss, cluster, and seek patterns. Then, converge to determine the strongest ideas.
- **Stay focused on your users.** Tell stories about users to keep them at the center of your attention.
- **Everyone participates.** Everyone has a marker and a pad of sticky notes.
- **Stay engaged.** Avoid side conversations. Use a "parking lot" to capture issues that are off-topic.
- **Start on time, stay on time.** To meet our goals, we need to watch the clock and stick to the plan.
- **Yes, and...** Instead of dismissing the ideas that your teammates suggest, push yourself to build on them.

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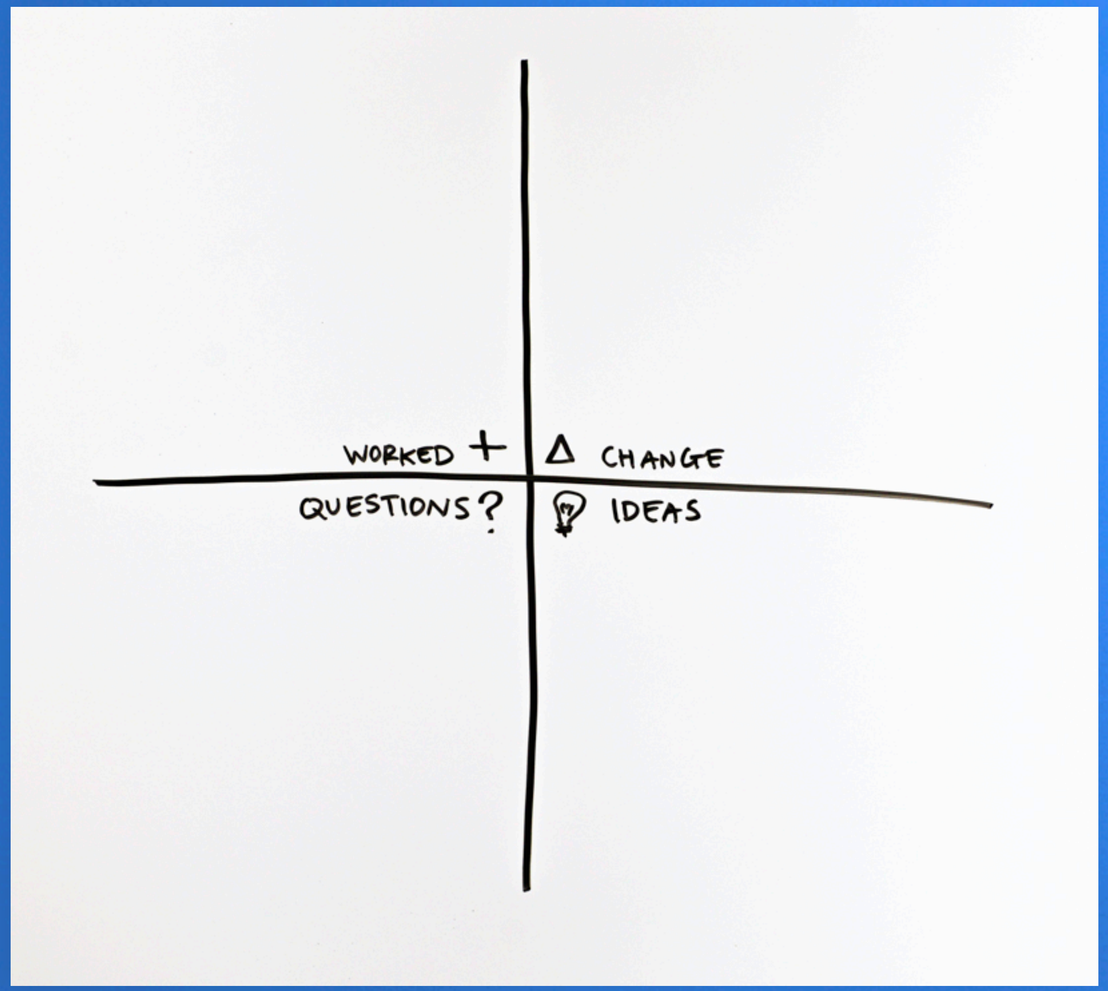
Ready, set, go!

SETTING UP

Draw a two-by-two grid and label its four quadrants: *Works well, Needs to change, Questions,* and *New ideas.*



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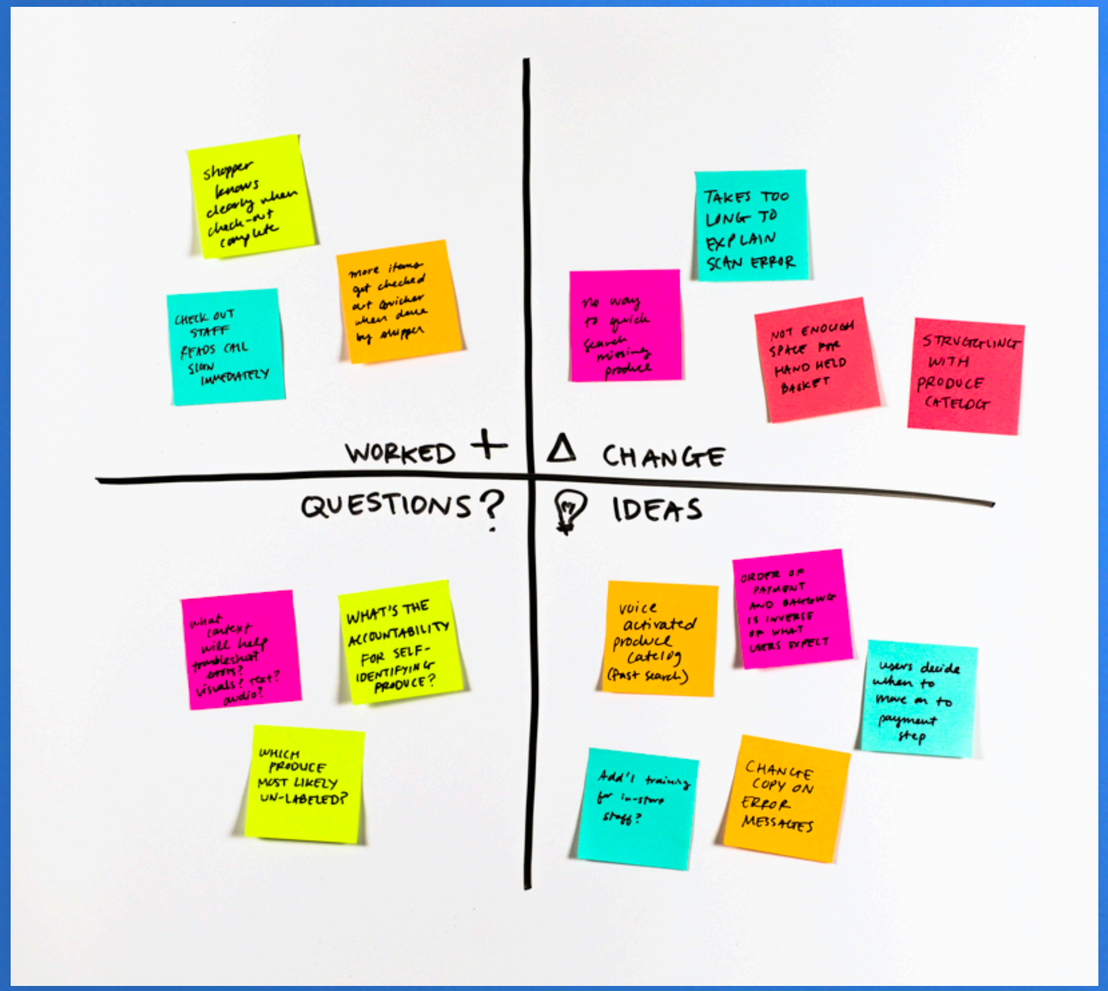
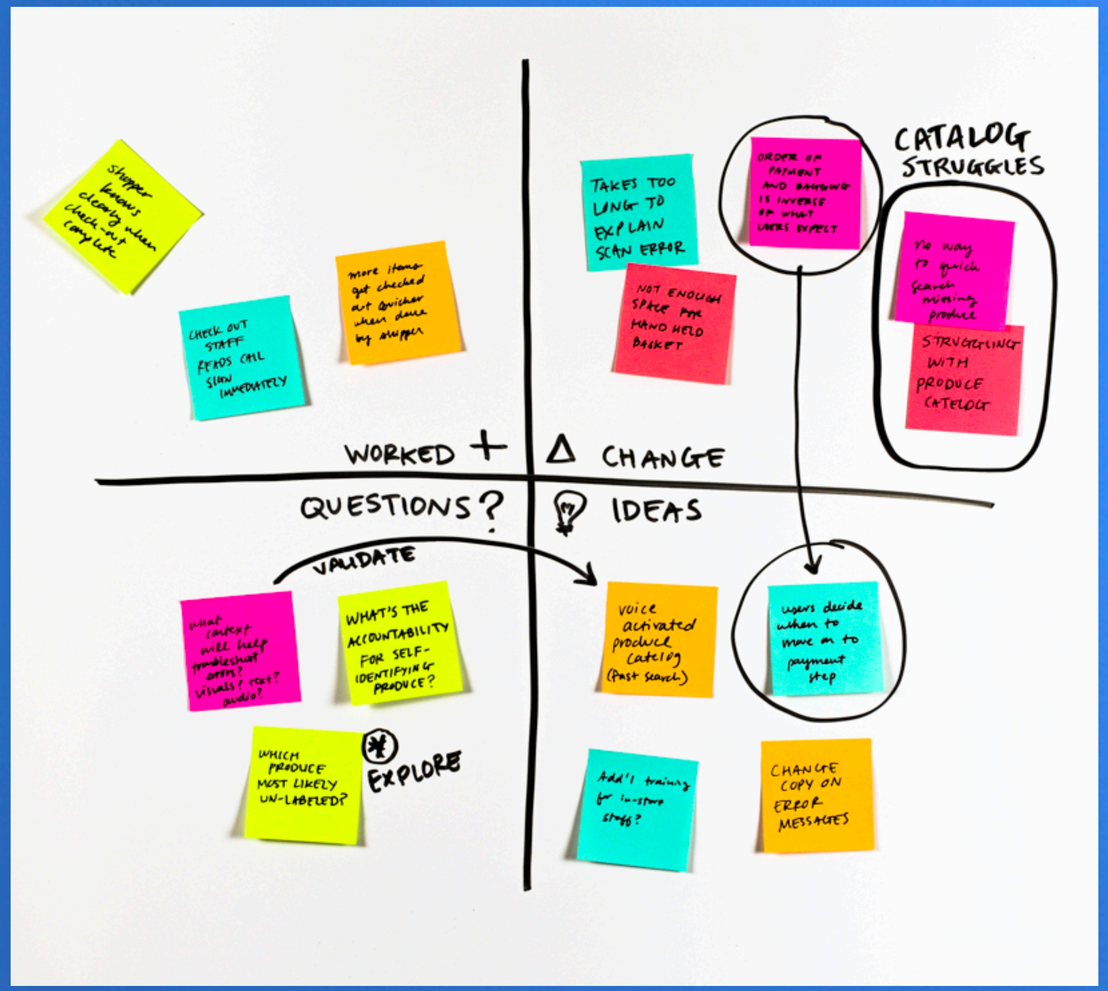
CAPTURE FEEDBACK

Use the Feedback Grid to capture feedback on sticky notes in real-time, or convert notes taken previously.



CLUSTER

Cluster similar ideas and discuss. Search for patterns and themes. Take action directly after the activity.



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