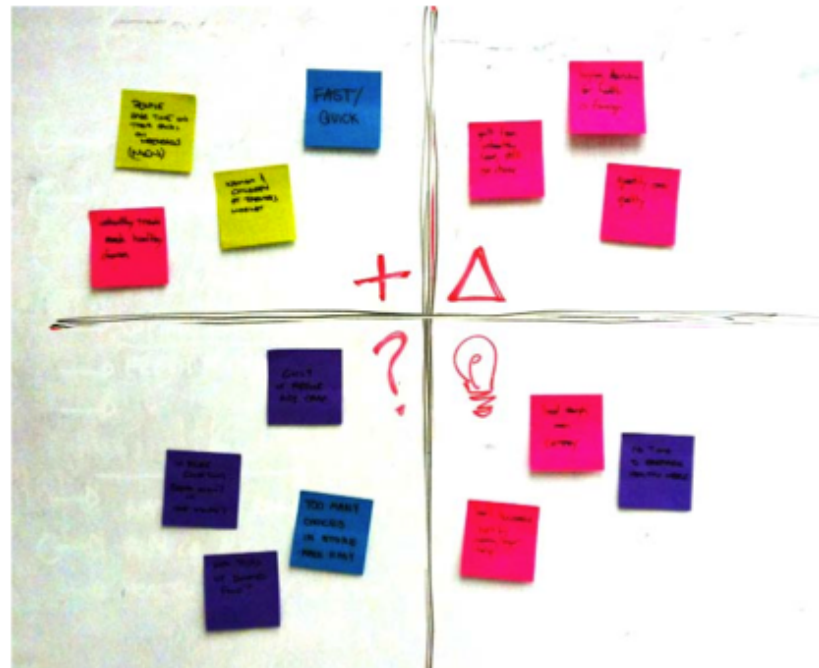## FEEDBACK CAPTURE GRID

Use a feedback capture grid to facilitate real-time capture, or post-mortem unpacking, of feedback on presentations and prototypes – times when presenter-critiquer interaction is anticipated. This can be used either to give feedback on progress within the design team or to capture a user's feedback about a prototype.  Using the grid will help you be systematic about feedback, and more intentional about capturing thoughts in the four different areas.

### Instructions:

❶ **Create 4 quadrants.** Use the worksheet provided on the next page or section off a whiteboard into 4 quadrants. Draw a plus in the upper left quadrant, a delta in the upper right quadrant, a question mark in the lower left quadrant, and a light bulb in the lower right quadrant.

❷ **Capture your or your user's feedback.** Things one likes or finds notable, place in the upper left; constructive criticism goes in the upper right; questions that the experience raised go in the lower left; ideas that the experience or presentation spurred go in the lower right. If you are giving feedback yourself, strive to give input in each quadrant (especially the upper two: both "likes" and "wishes").

FEEDBACK CAPTURE GRID

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