

**when giving feedback
on work...**

**talk about the work,
not the person**

Don't make it personal.

**Adjust your language to say things
like "this could be" instead of "you
haven't done this".**

when giving feedback on work...

be specific

Don't make vague or confusing comments.

Explain your reasoning, clarify what you mean and give examples. This will make it easier for the other person to make changes based on your feedback.

when giving feedback on work...

be constructive

**Don't give personal opinions,
such as "I don't like this".**

**It's likely you won't be the user,
so it doesn't matter if you don't
like it. Ask the person who did the
work if they've tried alternative
approaches instead.**

when asking for feedback on work...

give some background

You'll get better feedback on your work if you help others understand why you've done it.

Explain who your users are, what their needs are and what you're trying to achieve.

**when asking for
feedback on work...**

**say exactly what you
want feedback on**

**Tell people what you want to
find out.**

**This will help them focus their
feedback, rather than make
general comments about
the work.**

when receiving feedback on work...

don't talk too much

After you've explained the background to the work, let people review it in their own time.

**Try not to over-explain anything.
Listen to what they have to say.**

when receiving feedback on work...

take notes

You'll need to remember what was said and why.

If you can, ask someone else to take notes for you. This will help you focus on the conversation.