

04 / FIELD TOOL

FEEDBACK FILTER

Turn client notes from orders to obey into clues to read.

After a review, sort each note into one of three buckets before the team starts revising.

01 / IMPLEMENT	02 / REAL ISSUE, WRONG FIX	03 / SIGNAL OF SOMETHING DEEPER
The note is clear, reasonable, and the requested change is the right solution.	The client has identified a real problem, but the proposed solution may weaken the work.	The stated problem may not be the real problem. Something underneath the reaction needs to be understood.
Do: make the change cleanly.	Do: solve the concern, not necessarily the prescription.	Do: ask questions and identify the concern under the note.

A GOOD REVIEW ENDS WITH FOUR THINGS

What happens next

A real timeline

Specific help

A vote of confidence

Ask before you tell. Name the problem clearly. Give direction without taking the pencil out of their hand.

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Use this page immediately after a client or stakeholder review.

NOTE	BUCKET	REAL CONCERN / NEXT MOVE
	1 / 2 / 3	
	1 / 2 / 3	
	1 / 2 / 3	
	1 / 2 / 3	
	1 / 2 / 3	
	1 / 2 / 3	
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