



Webinar On

Art Of Feedback - Tech Writing Edition

Speaker



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Feedback is the breakfast of champions!

Ken
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What Do You Mean By Feedback



Sharing a Opinion



Giving a suggestion



Offering a constructive feedback



All of the above

What Do We Mean Feedback

The answers is: All of the above. A combination of expertise, opinion, suggestion, and constructive input.

Feedback means an information shared to improve something, and is not just an opinion

| Opinion | Growth |
|--|---|
| This document is good, but if I were you, I would use more examples. | This document follows the OT standards of accessibility. But could you re verify it with the style guide. |

What You'll Take Away Today

- How to give clear, actionable feedback on technical documents
- How to receive and apply feedback effectively
- Common pitfalls in the feedback loop—and how to avoid them
- Tools and techniques to build a healthy, feedback-driven writing culture



Why Feedback Matters?

- Feedback helps make complex content clear and useful.
- It improves accuracy, consistency, and user trust.
- Good feedback builds better documents and better writers.
- It's part of a healthy writing and review process.



What Makes Technical Writing Different?

Purpose: Help people complete tasks or understand systems.

Audience: Often includes specialists, but may include non-experts.

Style: Clear, concise, and consistent. No fluff.

Structure: Often modular, reused across docs, and version-controlled.



Common Challenges in Technical Writing

- Explaining complex ideas clearly
- Avoiding jargon or defining it properly
- Writing for mixed audiences (technical + non-technical)
- Keeping tone, formatting, and terms consistent



Principles of Effective Feedback

- **Be specific:** Focus on sections or sentences.
 - **Be objective:** Focus on the writing, not the writer.
 - **Be actionable:** Suggest clear improvements.
 - **Be timely:** Give feedback during active drafting or review.
 - **Be respectful:** Use a friendly, solution-oriented tone.
- ✓ Use: “Consider clarifying this term for new users.”
✗ Avoid: “This makes no sense.”



Best Practices

- Start with **what works well**.
- **Prioritize** high-impact areas (structure, clarity, logic).
- Ask **clarifying questions**, like:

“Can the reader follow this process easily?”

“Would an example make this clearer?”

- Use **consistent formatting and tools** for inline comments.
- **Focus** on reader experience and goals.



Technical Feedback Focus Areas

- **Clarity:** Is the content easy to understand?
- **Accuracy:** Are facts, terms, and data correct?
- **Consistency:** Are voice, terminology, and style uniform?
- **Completeness:** Are key steps, warnings, or context missing?
- **Conciseness:** Is anything unnecessarily repeated?



How to Receive Feedback

- Keep an open mind. ***Feedback is about the content, not you.***
- Ask questions when comments are unclear.
- Look for patterns in feedback to guide revisions.
- Don't respond defensively, respond constructively.
- Thank reviewers for their insights.

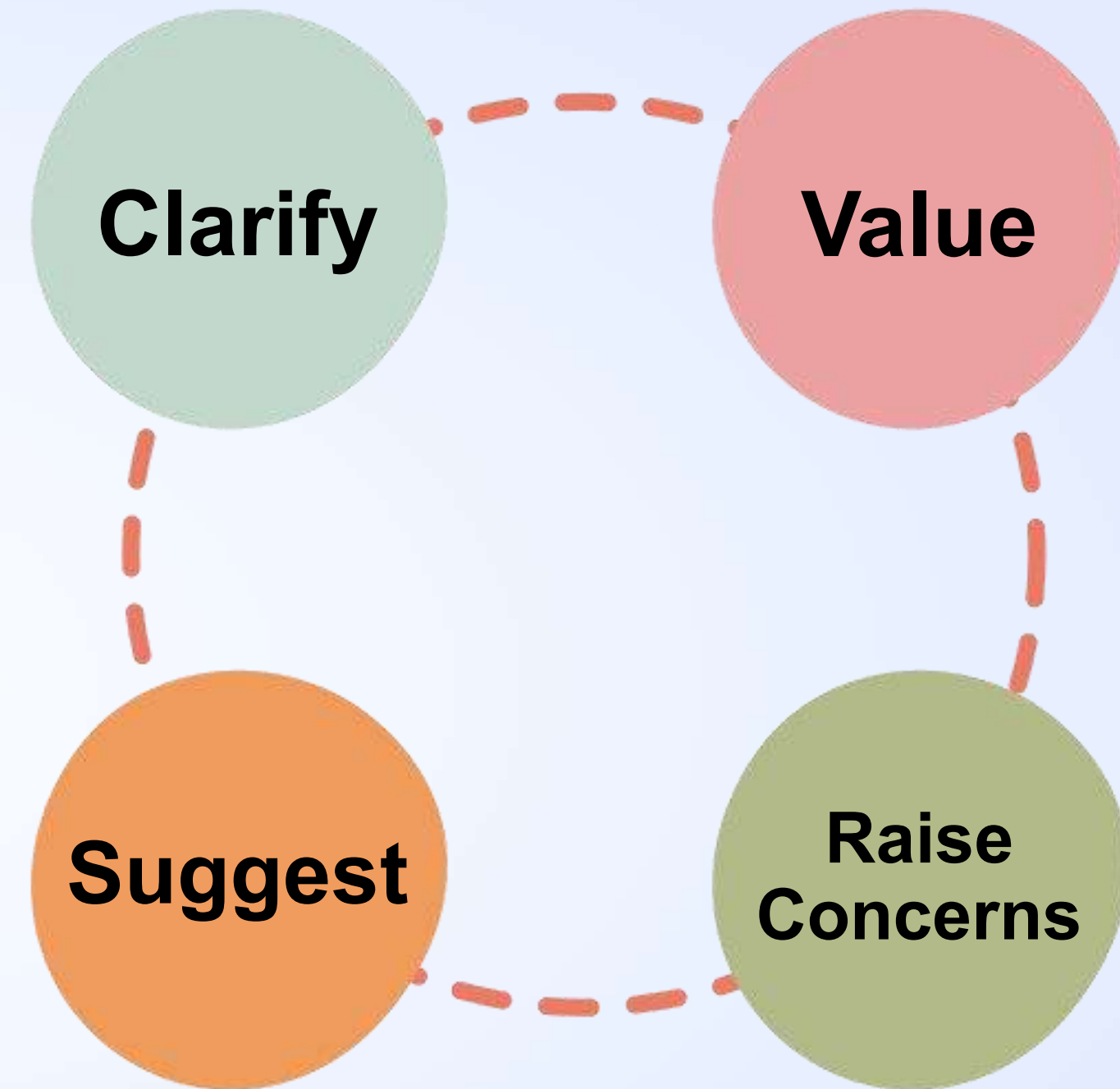


Common Pitfalls and How to Avoid Them

| Pitfall | How to Fix It |
|--------------------|--|
| Vague comments | Be specific: What's unclear and why? |
| Over-editing style | Focus on clarity and correctness first |
| Too much, too late | Give feedback early and iteratively |
| Personal tone | Use neutral, helpful language |
| Skipping context | Read the whole section before commenting |

Feedback Frameworks and Tools

Ladder of Feedback



Feedback Frameworks and Tools

**RIC
E**



Feedback Frameworks and Tools

Rubrics/Checklists

Use templates for consistency



Some Common Tools



Microsoft
Word



OneNot
e



GitHu
b



SharePoin
t

Building Feedback into the Team Workflow

- Schedule regular peer reviews.
- Set expectations: What kind of feedback is needed?
- Use templates or guidelines to standardize comments.
- Track versions and document decisions.
- Encourage a culture of learning and respect.



Summary and Next Steps

- Good feedback improves writing and collaboration.
- Focus on the user experience and help make content more useful.
- Use a structured, respectful, and specific approach.
- Build feedback into your team's process.
- Start applying these techniques in your next review.



Activity



**One change I will
make in how I give or
receive feedback!**



Questions ?



Thank You!

