



Webinar On

# Art Of Feedback - Tech Writing Edition

Speaker



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# Feedback is the breakfast of champions!

Ken  
Blacard



# 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 answer 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.

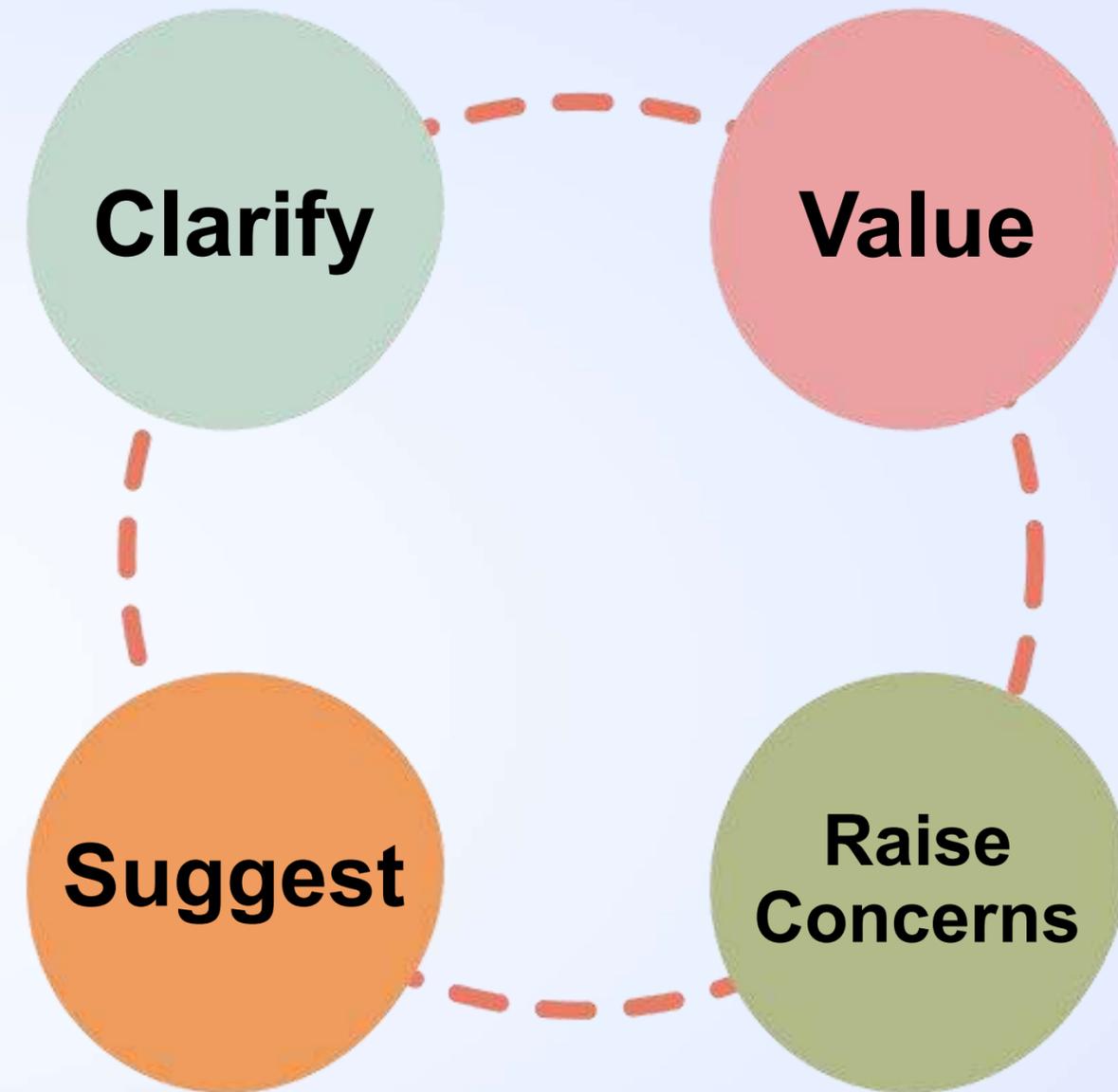


# Common Pitfalls and How to Avoid Them

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!

