

PATEQUIN DESIGNS

Five Strategies

TO IMPROVE YOUR PROJECT REVIEWS



If you're creating an eLearning training program, you're going to have Subject Matter Experts (SMEs) and other stakeholders reviewing throughout the process.



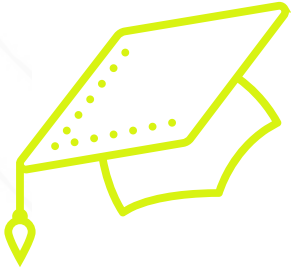
Problem is, they often give complex edit requests that can completely kill your budget and timeline.



We know how utterly frustrating that can be. This resource shares five simple strategies you can use to cut down on revision requests and make your next project review a success!



1. EDUCATE YOUR REVIEWERS



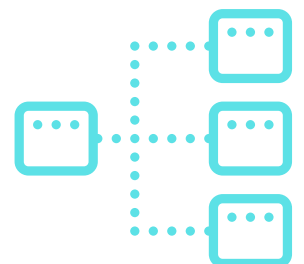
Educate your reviewers about the development process during the kickoff meeting. When reviewers begin to understand the typical development process, and their critical role, they can provide the best possible feedback, at the right time.

Reviewers outside of the design process often think that they are requesting “polishing touches” in the final stages of review, when they are actually asking for major revisions. This can lead to last-minute chaos. To prevent this, give reviewers insight into what it takes to create the finished product. This helps them to appreciate the effort of the design and development team, and motivates them to prioritize their review tasks

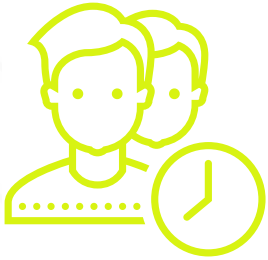
2. STRUCTURE YOUR REVIEWS

Structure your reviews, and provide clear guidance on the areas of focus. In addition to helping your reviewers understand the development process, provide clear guidance about what is expected during each review stage.

For example, during the storyboard phase, the content and script are likely the focus, so you’ll want to stress this to the reviewers. That way they aren’t wasting their efforts writing up a paragraph of changes for the placeholder button style. Using a feedback form is one way to help provide the necessary guidelines.



3. PLAN YOUR REVIEW DATES



Plan your review dates as early as possible. Subject Matter Experts are in-demand people! If they weren't so great at their jobs, you probably wouldn't want them as reviewers. It's important to note that they are busy, and planning the review dates with them is key.

Find out their availability to review, and target those dates in your project plan. Ask specifically if they have any upcoming vacation time or other blackout dates that aren't yet booked in their calendar. Once you align on review dates with them, ask if they can block the time in advance so that they are still available when the day comes.

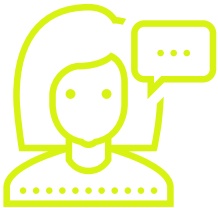
4. ALIGN ON THE LEARNING OBJECTIVES

Align on the learning objectives as soon as possible. There are many reasons to create and align on learning objectives for successful training. Keeping reviewers on topic is one.

Having everyone agree on the learning objectives early in the project can help you navigate competing or challenging feedback. When two different reviewers have opposing change requests, or when a reviewer wants to add a ton of "missing" content, go back to the learning objectives. They can help guide your responses and next steps.



5. COACH THE REVIEW TEAM



Coach the team on giving (actionable) feedback. Nothing surprises us anymore, except maybe some of the feedback comments we've seen over the years. Some people just don't have much experience with giving clear or actionable feedback.

If you're using a particular feedback tool such as the native tools in Evolve or Articulate Review, start by providing an overview for the mechanics of providing feedback, and while you're on the topic slip in some coaching on what makes a good comment. Ex. "Why is this here?" = Not actionable | "Move this image to the previous screen." = Actionable