

"Pour Some Sugar on Me" by Def Leppard	"Give Some Feedback to Me" by Britte
<p>Love is like a bomb, baby, c'mon get it on  Livin' like a lover with a radar phone  Lookin' like a tramp, like a video vamp  Demolition woman, can I be your man?  (your man)</p> <p>Razzle 'n' a dazzle 'n' a flash a little light  Television lover, baby, go all night  Sometime, anytime, sugar me sweet  Little miss innocent sugar me, yeah, yeah</p> <p>Now c'mon,  take a bottle, shake it up  Break the bubble, break it up</p> <p>Pour some sugar on me  Ooh, in the name of love  Pour some sugar on me  C'mon, fire me up  Pour your sugar on me  I can't get enough</p> <p>I'm hot, sticky sweet  From my head to my feet, yeah</p> <p>Listen,  Red light, yellow light, green-a-light go  Crazy little woman in a one man show  Mirror queen, mannequin, rhythm of love  Sweet dream, saccharine, loosen up (loosen  up)  Loosen up</p> <p>You gotta squeeze a little, squeeze a little  Tease a little more  Easy operator come a knockin' on my door  Sometime, anytime, sugar me sweet  Little miss innocent sugar me, yeah, yeah  Give a little more</p> <p>Take a bottle, shake it up  Break the bubble, break it up</p>	<p>Trust is only won, when you plan for the  long run  Client's gotta feel like you're listenin', hun.  Buildin' that rapport, so this don't feel like a  chore  Foreseein' for a reason: when you'll need  their score  (their score)</p> <p>Welcomin', check em' in, shed a little light  Ask 'em how they feel, if they heard you  right  Now give them the floor, nod 'n please a  little more  Preparin' for the errand that you've come  here for</p> <p>Sharescreen  Now C'mon, Sell the concept, storyboard  Set a deadline they won't ignore</p> <p>Give some feedback to me  Ooh, for the next mockup  Give some feedback to me  C'mon, shape it up  Give some feedback to me  I want follow up  (Oo!) It's here, in front of me  Feedback from their team, yeah</p> <p>Click!  Huh  Uhh...</p> <p>"Verb tense," "comma here," such and such  These few edits don't help that much  "Looks good, sounds cool, 'til next time"  Delayed signoffs gonna run our dime  (our dime)</p> <p>Next time  You gotta prompt a little, mom a little  Lead 'em from the snore</p>

<p>Pour some sugar on me Ooh, in the name of love Pour some sugar on me C'mon, fire me up Pour your sugar on me Oh, I can't get enough</p> <p>I'm hot, sticky sweet From my head to my feet, yeah</p>	<p>Cash in on the bonding, so they won't uproar Re-align, Storyline, remind 'em of the plan: Instructional Designer's here to be their hand, yeah</p> <p>Sharescreen, once more, with feeling Here's the concept, storyboard They want this real bad, so I implore</p> <p>Give some feedback to me Yo, tell me wassup Give some feedback to me For the love of Guhd Give some feedback to me My inbox is blowing it up</p> <p>Now what's, in front of me? Exposition from their feed, yeah</p>
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## Notes & Source Content

- You're handing off a deliverable for them to review. And now they have a deliverable. The challenge is the same: to clarify what you need, how much time they have to do it, any design considerations for style, things that have been covered for production but also where you're at in the process. Tell them to focus on the content, it's at 60% and we'll make it pretty later. The risk is that if... i dont learn that lesson the hard way, production runs with it and spend a lot of time and creates something gorgeous and its not what you meant. The thing i want to guard against is that simple, electronic handoff. Lets just do this through email... easy to misinterpret and can get people going in the wrong direction. Never rely on email for a handoff. Email will back it up, but you also want to have that conversation with them, its worth while. "Where are we in the process?" The more you can engage... i dont like the convenience of an email and let's just do it all electronically. Anytime you hand something off, you're gonna want something in return. And it might even be to a vendor. We need this from you as a vendor. Overall, when you hand something off that you designed and you need something from someone in return that meeting needs to be as clear as possible cause youre still not gonna get it all, youre still gonna have questions. But thats gonna be where you build rapport, where you, where they

feel comfortable being honest with you and they trust you and it feels collaborative so there's so many parts to the handoff that are critical as you move a client from learning recruit to captain, those meetings are great opportunities.

- Any handoff that discounts the importance of talking to each other. Virtual handoffs relying just on email or a tracking sheet are ripe for misunderstandings.
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- The main goal of handoffs: prevent project delays and rework!!
- Set expectations with clients and team members that handoffs can be efficient – but must be conducted verbally.
- Two extremes – giving bare minimum detail... and giving the whole motherlode. To all things there is a balance. This is part of the art to our science.
- Recap objectives. Confirm progress and how product is meeting those objectives. Then focus on the review points that are most critical to that point in the process.
- Make sure you know the must haves for SIGN OFF. This is a critical point to mark with client so they know changes to content, design, or whatever phase we are at will be scope change – so we cannot proceed without signoff and we can't delay because they are unsure about signing off. These are one of those points to prepare to get the client to understand our role in the partnership and their responsibility for consolidated edits, on time, and for sign off... so we can stay on schedule and on budget.
- Where edits and deliverables are clear and we move forward without a risk of rework due to misunderstanding. Handoffs prevent REWORK.
- They seem within the scope of the project, but not what the ID had in mind?

**We please our client. They are paying us for suggestions – but they own decisions.**

- They seem outside the scope of the project, and the ID has to convey a “no”?

**Absolutely. That is something you can always say – I think this might be out of scope... and confirm. But it is important to voice that suggestion if that is how you feel.**

**Handoffs prevent misunderstandings that lead to scope creep, rework or confusion over what edits/decisions have been made.**

## **SME Interview with Robert Powers**

- Rookie mistake: not knowing what the budget is right out of the gate, make sure you don't go above and beyond the budget, how many hours do you have as an ID?

The timeline pins down (it pins down)  
Resolve it now or the follow up  
The budget pins down (it pins down)  
Recapping objectives will keep us on track

Two extremes – giving bare minimum detail... and giving the whole motherlode. To all things there is a balance. This is part of the art to our science.

You'll trust in my face again

Set expectations with clients and team members that handoffs can be efficient – but must be conducted verbally.

Lets just do this through email...easy to misinterpret and can get people going in the wrong direction. Never rely on email for a handoff. Email will back it up, but you also want to have that conversation with them, its worth while.

- The one case where ive seen it did not go well: there was not communication, there was just an edits list. The risk is that if...i dont learn that lesson the hard way, production runs with it and spend a lot of time and creates something gorgeous and its not what you meant. The thing i want to guard against is that simple, electronic handoff. Lets just do this through email...easy to misinterpret and can get people going in the wrong direction. Never rely on email for a handoff. Email will back it up, but you also want to have that conversation with them, its worth while. There will be times that its stressful and you think "im just gonna send that email, they get it" and there might be times when that works but for new hires, i dont want them to even attempt it. Theyre going to learn through the dialogue experience of "oh, im glad you asked!" this relationship this rapport is improved because of this conversation. So that handoff is about that relationship building which is as much internal as external, as it is about checking that box so operationally we've covered everything because theres just so many subtleties.
- When you've won or gotten clarity with the client, thats got to be conveyed to production youve got to be a client advocate whether theyre right or wrong. Give them as much clarity is possible of why you dont want to do this or that. "Where are we in the process?" you could have time to give them two storyboards for two 20 min course (like rivian) but what you have to do is pause it.
- They have to get the chance to offer and receive critical feedback, the chance to own decisions, to sign off on other things that are more mundane, you have to be strategic in how you present that to them because you dont want to give them something so perfect that now theyre thinking okay i gotta give feedback but they didnt help shape it so its feedback on mundane stuff. And thats human nature they want to have that ownership, thats why storyboard A, throttle back, dont make it too perfect or youll lose the opportunity to get their enaggeemtn with it or youre inviting their engagement on mundane things which is a waste of time, they want to add value. You dont want them saying "oh its blue, i want it with a drop shadow." you want them to fix things, if theyre not fixing things then you theyre rubber stamp things...thats a risk because when they do engage they start fixing mundane things. I know its a little counterintuitive to give them something flawed but you want them

to say early on “no that's not right”, k now they're engaged now they're looking, they're like “i gotta pay attention here” and yep they're aware of what's right and what's wrong. Its a little manipulative, its strategic.

- You come prepared with specific questions about (something, just to get them involved, a chance to host a discussion where you ask why's) you tee them up to have some ownership, you tee them up for true collaboration ... they have to feel heard. If they don't feel like you've listened too then that is the one boundary that will crush you. If you ignored or forgot feedback, “yea we heard you but...” torpedo, they think “no you're not listening and im paying you to listen to me” handoff is giving you a chance to show you're listening. To them, and give yourself easy fixes and now you're a hero to them but they feel like they've helped fix it. You've given boundaries, you still have control, as an expert in the field you're the learning expert, you need them to learn to trust you, to trust the process, that we will get there together and its gonna be a great product in the end. The more you can engage... i don't like the convenience of an email and let's just do it all electronically I think the rapport and trust is worth the time investment. You're gonna need to learn how to build production trust. Don't go to them painting the whole mosaic for them cause they're gonna be like “well it looks like you've got it all figured out, because they wanna have ownership too. The handoff is about sharing ownership and sharing responsibilities.

**Language is imprecise and the ability to converse frequently reveals many things an email would not.**

**We please our client. They are paying us for suggestions - but they own decisions.**

- Take (hard, out of scope) feedback from the client to grace because she has the experience to do so, or mark, they can offload it from you, or give you the ammunition you need to communicate a “no” to the client. “Can we table this? We'll get back to you on this, we'll take it internal have that conversation and bring it to you”

Don't drop the cup  
For the love of Guhd  
Tell me wassup  
Views, just a couple of  
Give some feedback to me  
C'mon, size it up  
Give some feedback to me  
I can't get enough

My mistakes, clean up  
My inbox, blow up  
I can't get enough  
For the next mockup  
C'mon shape it up

share  
Open the door  
Cared for

Now c'mon  
Break the silence, break it up  
Give some feedback to me  
Views, just a couple of  
Give some feedback to me  
C'mon, size it up  
Give some feedback to me  
I can't get enough