SCOPE

Professional

Tool cards for effective feedback sessions

A tool to facilitate feedback sessions

The goal is to **guide towards constructive dialogues and suggest new lenses to look through.**

It is hard to give appropriate and valuable feedback and develop ideas that can help others improve their work. That's why **Scope will lead to smoother feedback sessions and new, unexpected perspectives.**

Quick and simple start

To start using the tool quickly, **draft a card, read the card suggestions, and give your feedback.** As simple as that.

If there are several feedback sessions in a row, you can either keep the same card to familiarize yourself with it, or change it at every round to try out different suggestions.

Object Cards and Character Cards

The user will be able to choose between two types of cards:

A character card is used to look through a different lens where the user will impersonate one of the 12 archetypes. It's used to stimulate new perspectives to give feedback from.

An object card is used to indicate the main area to focus on while giving feedback. It's used when it's important to keep the personal user's point of view but it's also needed a path to guide and inspire the dialogue.
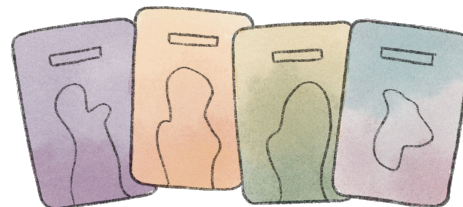
Character cards classification

Because of the different kinds of feedback needed in the different phases of a project, the archetypes are divided into three categories representing the three general stages in projects: beginning, middle, and end.

Scope is a tool adaptable to different situations, therefore according to your specific situation, more cards can be combined. To know more look into the *HOW TO PLAY* section.
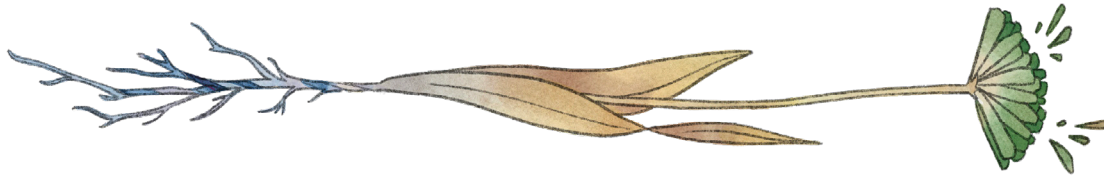
Beginning: Blue

The Explorer
The Lover
The Inventor
The Rebel

Middle: Yellow

The Ruler
The Wizard
The Fool
The Wise

End: Green

The Neighbour
The Craftsman
The Naive
The Caregiver

Those cards are used in the initial phases of the project when research is the protagonist and the **main needs are to observe, study, gather data and insights.**

The middle cards are designed for the central part of the project when, after the first phase of research, it is required to **consider a specific direction, to create and generate new ideas.**

The end cards are for the last stage of the project, when the main decisions have already been taken and the need now is to **refine the last details, reflect on the influences of previous decisions and polish the work to present the final output.**

How to give feedback

There are different ways to give feedback.
You can choose to:

Take Rounds

Advised when everyone should share something. Suitable for team members and stakeholders.

Jump up

Advised to allow voluntary participation. Suitable for class contexts and big groups.

Write Down

Advised to share more in-depth opinions and keep a faithful trace of them. Suitable for big groups.
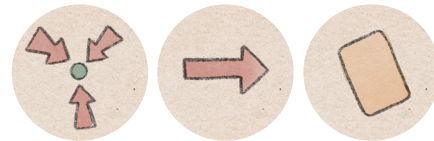
How to Play
Versions for different needs

Scope is a highly versatile tool designed to fit most situations and contexts. **To get the most out of it, read here for inspiration and examples of use.**

Receiver and Giver

Refers respectively, to the people receiving feedback, and the people that will give the feedback.

Receiver   Giver

Randomness

Refers to rather you guide the feedback or not, by choosing cards, choosing a stage, or not choosing at all.

Cards   Stage   Nothing

No. Cards

Refers to the number or cards the Giver will have in hand.

1   2

1 Receiver's total control

Choose the cards for the other participants according to what is specifically needed.

Distribute them among the participants.

2 Giver's free will
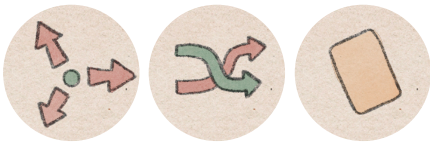
Before starting the session:
Decide what stage(s) of the character cards is the most valuable for the moment, those are the cards that will be used.

Take out all the character cards from the discarded group(s).

Giver chooses between an object **or** a role card.

If the choice is for the object card, **randomly draft one.**

If the choice is for the role card, **randomly draft one from the chosen stage.**

3 Let the universe choose

Randomly distribute the cards among the participants. All categories included.

4 More is more

Draft **both** an object card and a character card.

While giving feedback, **decide if you will combine them or switch between the two** according to what is valuable at the moment.
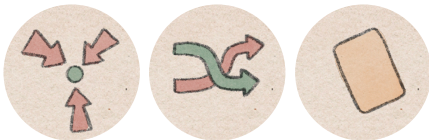
5 A pinch of surprise

Before starting the session:
Decide what stage(s) of the character cards is the most valuable for the moment. Those are the cards that will be used.

Take out all the character cards from the discarded group(s).

Mix the selected character cards with the object cards.

Distribute them among all participants randomly.

Extra Suggestions

According to your needs, you can also **mix more** options

Some suggestions are:

If with a large group of people you can have a small part taking rounds of speaking, while the rest is writing their feedback; **or** asking all to write their feedback and then allowing those from the group to speak up.

If there are several feedback sessions in a row, you can either keep the same card to familiarize yourself with it or change it at every round to try out different suggestions.

You are all set now, go get some feedback!

The Explorer

In search of new opportunities

The Rebel

Do what is interesting, not what you have to

The Lover

Trust in emotions, driven by intuition

The Inventor

Challenge skills and ideas

Stethoscope

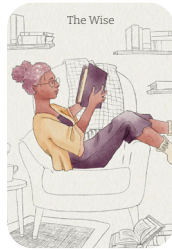Listen to the heart and values of the project

Kaleidoscope

Rotate the perspective until new opportunities arise

The Comedian

Driven by joy and intuition

The Wise
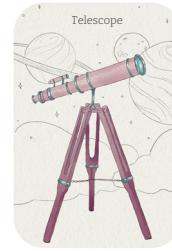
Fact-based advice

The Ruler

Very honest and goal-oriented

The Wizard

Making ideas come true
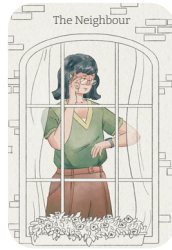

Telescope

Look into the future

Microscope

Catch the details that are hard to see

The Craftsman

The master of every tool

The Neighbour

Pass the reality check

The Naive

Looking through innocent eyes

The Caregiver

Desire to guide and protect

Content List

Character Cards (24):

Beginning cards x8:
- The Explorer x2
- The Lover x2
- The Inventor x2
- The Rebel x2

Middle Cards x8:
- The Ruler x2
- The Wizard x2
- The Comedian x2
- The Wise x 2

End Cards x8:
- The Neighbour x2
- The Caregiver x 2
- The Craftsman x2
- The Naive x2

Object cards (8):
- Microscope x2
- Telescope x2
- Stethoscope x2
- Kaleidoskope x2

The deck of role-cards

The deck of role-cards and its facilitation principles are inspired from a series of practice-based projects with various private and public organizations working their way through development, design or innovation processes.

What was found in these projects were a lack of quality feedback seeking to look at a given matter from a number of perspectives and angles, and instead feedback was given as part of a 'go or no-go' gate or related to narrow, established and non-debatable opinions. As part of the fuzzy-front end including early idea generation and proof of concepts, feedback that seeks to either better frame or reframe propositions are crucial.

However, not only feedback from points of view already established on beforehand, but instead viewpoints activated by intentions to look for 360 degree perspectives and novel angles on a given matter. In a nutshell, the role-cards are a mean to encourage surprise viewpoints in order to avoid blind angles for the benefit of qualified decisions. We have found that the cards be used both in professional practice and as part of educations and courses.

Aknowledgments