

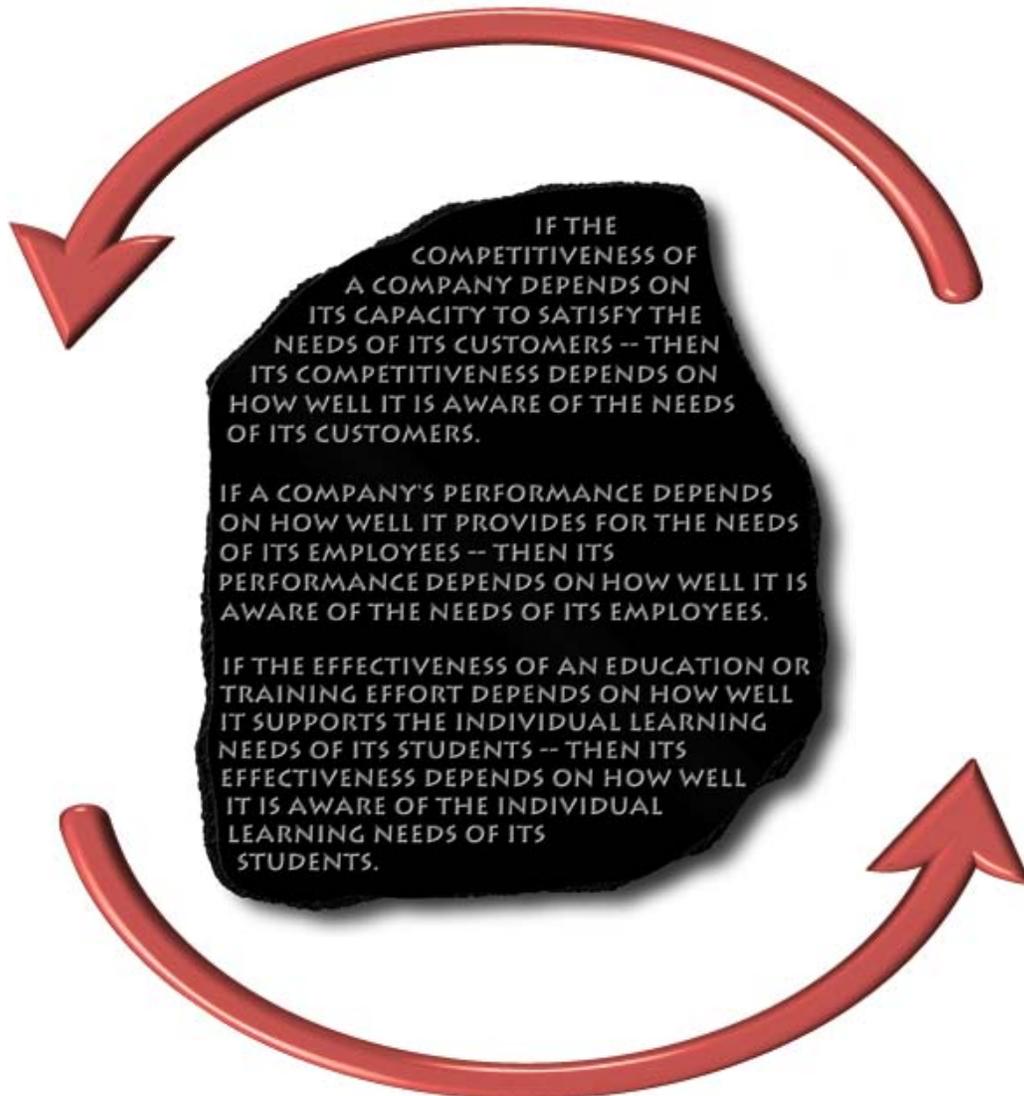
THE 3 LAWS OF FEEDBACK



Feedback - *The currency of learning.*

Feedback - *The Quantum Semantic™ element of systemic evolution and improvement.*

Feedback - *The difference between what works and what doesn't.*



1

The success of any effort to design, develop or improve any 'system' ...

company, product, process, service, project, issue, curriculum, classroom, school district, pedagogy, etc.

in terms of its systemic performance:

organizational efficiency, cost-effectiveness,
optimal achievement of intent

depends on the volume, dimensional extent (scope) and granularity of the feedback it can gather and learn from.

2

The volume, scope and detail of feedback flow in a system is inversely related to how difficult it is for its constituents...

customers, employees, partners; learners, teachers, parents, administrators, curriculum providers, assessors, superintendents, board members, stakeholders, etc.,

to articulate their feedback in the moment and in the context of their interactions with the system.

3

A system's ability to learn from the feedback it gathers is directly related to how well its "owners"...

persons responsible for any one or all of the resources available in the system

persons responsible for any one or all aspects of the implementation, mission or intent behind a system
(above)

process and understand (in relation to their areas of responsibility and priorities) the feedback they receive.

MIRACULOUS INTERSECTIONS



Stutter: *A perturbation in the flow - an involuntary 'drop-out' or 'disconnect' in the flow of engaging or interacting*

Every "**stutter**" in the flow of an individual's interactions with any "resource" intended to support or facilitate their learning, performing, participating, using or enjoying...

any or all aspects of: a product, process, service, i.e., a course, book, computer simulation, game, etc...

is **a great opportunity** for both the individual and for all those involved in providing what he or she is interacting with. Each "stutter" represents the **best possible source** of information from which to become more intelligent and more effective (independently and in relationship.)

For the individual interacting with a resource, each stutter is an internal feedback signal indicating that something is missing, needed or incomplete. It also provides, if reflected on and distilled (disambiguated), the **best possible source** of internal information from which to understand what is missing or needed and, given the available options, how to best proceed.

For the people and organizations that benefit, profit or are responsible for providing the "resources", the **best possible source** of information from which to intelligently evolve and **cost-optimally improve** them **stems from understanding...**

in precise relation the specific interaction locations they are responsible for

where and why people stutter.