

How to Give Feedback – STAR/WAR

(Suggested order...based upon nature of meeting, it may be modified)

- ✓ If the staff person is overall a good worker, thank him/her for his/her **effort**.
- ✓ If you didn't directly observe the staff person working, **ask him/her what happened** to gain his/her perspective.
- ✓ Point out what he/she did **really well** without combining it with any developmental feedback. Ask for the staff person's opinion on what he/she did well.
- ✓ Ask the staff person if there were **any problems or concerns**. Listen for what the staff person believes the problem is and if that belief is keeping him/her stuck. If so, gently try to have him/her see it from a different angle. If the staff person is emotional, first try to be supportive of the emotion and if successful, try to influence future behavior.
- ✓ Start providing **developmental feedback** by stating, "I am giving you developmental feedback so that you will become a more highly skilled staff person and provide better support to people with disabilities. It is to help you grow as a professional."
 - ❖ Only explain what developmental feedback is if the staff person does not know or needs a reminder.
 - ❖ Refer as needed to the **Core Competencies, the Cope of Ethics, the Empowerment Strategies**, and/or other documentation.
- ✓ Give your developmental feedback using the **STAR/WAR** model.
 - ❖ **S**ituation or **T**ask
 - ❖ **A**ction taken by staff
 - ❖ **R**esults of the Action
 - ❖ **W**hat **A**lternative **A**ction – If warranted, ask staff person first before giving your suggestion
 - ❖ **A**lternative **R**esult
- ✓ **Summarize** by asking the staff person
 - ❖ What are your strengths?
 - ❖ Based upon our discussion, what are you going to do differently to become an even better support professional?