

GIVING QUALITY FEEDBACK

Feedback MUST be

- Frequent & Timely
- Balanced
- Ongoing Positive Reinforcement
- Specific
- Objective Led
- Around Behaviour (Not Personality)
- Non Judgemental

Make sure that **agreement is sought** around any issue or outcome and **maintain momentum**.

The STAR (AR) Model

SITUATION / TASK

Give an example/observation (use evidence)

ACTION

Make a suggestion as to how to do things differently – allow them to come back at you

RESULT

Agree new approach

ALTERNATIVE

What will happen if solution is not found/implemented

RESULT

What will happen if it is.