




The Art of Giving and Getting Feedback

Star Technique

- 1) Situation:** Describe the situation where the behavior occurred.
 - 2) Task:** Describe the task the employee performed.
 - 3) Action:** Describe the action the employee chose in this situation.
 - 4) Alternative Action:** Suggest an alternative action the employee could have chosen in this situation.
 - 5) Result:** Describe the outcome that occurred as a result of the action.
 - 6) Alternative Result:** Describe the likely outcome that would have occurred as an alternate result of the alternate action.
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Use These Phrases to Learn MORE about an issue:

- "Please share more details with me about this issue."
- "What I'm hearing is..."
- "Sounds like you are saying..."
- "I'm not sure I'm with you but..."
- "If I'm hearing you correctly...."
- "So, as you see it..."
- "It sounds like what's most important to you is . . ."



Tips for Getting Feedback

- Take it as a gift. Say "thank you!"
- Remain calm (do not be defensive or emotional.)
- Ask questions to gain a clear understanding.
- Review and create next steps.
- Follow-through and follow-up.



Use the following phrases to show that you are actively listening AND emotionally secure:

- "Let me think about that before I respond."
- "I didn't realize I do that so often. Thank you for pointing it out."
- "I will work on that."
- "I'm sorry you are struggling. How can I help?"
- "This matters to me."
- "I will try."
- "I hear that this is important to you, so I'll work on..."
- "You look upset, and I'd like to help."
- "I see that this is hard for you, thank you for sharing."