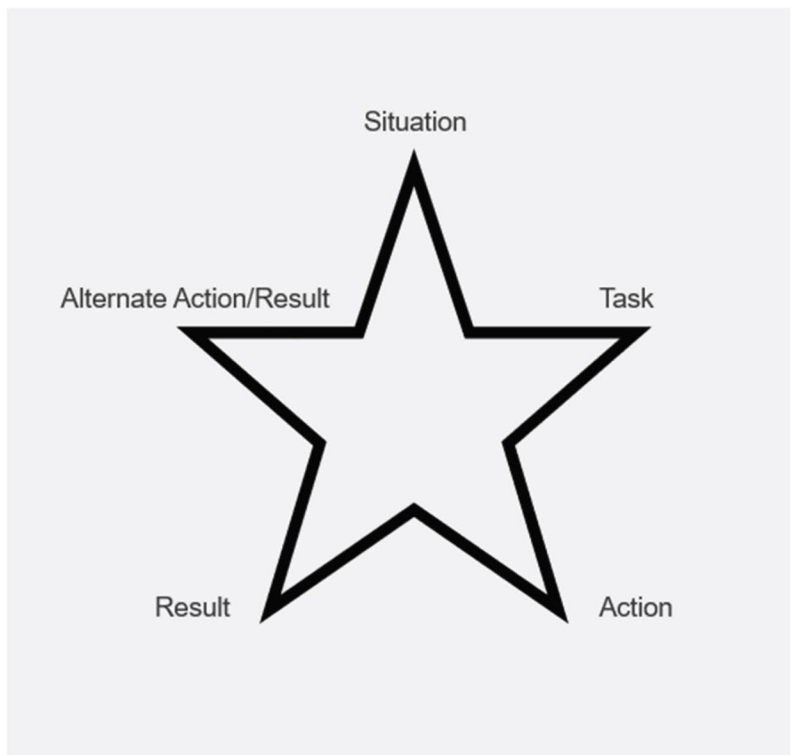


## S.T.A.R. Feedback

- **Situation** – what were the circumstances
- **Task** – what was the specific task
- **Action** – what was said or done
- **Result** – what was achieved by the action (was it effective or ineffective)

**Alternative Action/Result** – what could have been done or said and what different result could have been achieved



A tool to help you organize your thoughts as you talk-through what happened throughout the first half of the year, consider using the S.T.A.R Model.

To organize your thoughts/feedback and share the right amount detail, consider using STAR Model

- The STAR model is a common feedback model used in many companies. It is a way to organize your feedback to help you deliver a specific and clear message that others listening can follow more readily.
- This can be used by both Team Member and Leader.
- You can use this when giving both constructive and positive feedback.
- You start by describing the situation – what is the context or circumstances.
- Then describe the task or action the person was engaged in – this helps with knowing exactly what someone did or said.
- And then describe the result of the action or task – “When you included the whole team with your update, it was really proactive and inclusive. It showed a good use of the principle, who should know this.”
- If you are giving constructive feedback, you can include an alternate action and result. This offers another way they could have handled a situation.
- Alternatively, you can ask the individual to share with you an alternative action and result. This makes for a good basis of a coaching conversation.