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.
   ❖ Situation or Task
   ❖ Action taken by staff
   ❖ Results of the Action
   ❖ What Alternative Action – If warranted, ask staff person first before giving your suggestion
   ❖ Alternative Result
✓ 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?