

## Making the Competencies Your Own

What does the performance of the universal competencies look like for your team?

What does performance of division/department competencies, professional values, principles, knowledge and skills look like for your team?

## From Feedback to “Feed Forward”

Purpose:

To reduce discrepancy between current performance and desired goal

The discrepancy can be reduced by.....

Focusing on critical aspects of goal that ensure success.

Answers three questions:

Where am I going? *Clarify the goal.*

How am I doing? *The current critical behavior(s).*

Where to next? *What to do to achieve the goal.*

Required for feedback: Criteria for how the goal gets done.

## Providing Positive Feedback

The components of the positive STAR acronym remind you to describe the Situation/Task, Action, and Result.

### **ST: Situation/Task**

The situation or task the person faced—Provides the context for his or her actions and helps explain their importance.

### **A: Action**

The action taken—Details of what the person said or did to handle the situation or task.

### **R: Result**

The result of the action—Describes what was achieved by the action and why it was effective.



## Developmental Feedback

The components of the developmental STAR/AR acronym remind you to describe the Situation/Task, Action, and Result, along with an Alternative Action and Alternative Result.

### **ST: Situation/Task**

The situation or task the person faced—Provides the context for his or her actions and helps explain their importance.

### **A: Action**

The action taken—Details of what the person said or did that was ineffective.

### **R: Result**

The result of the action—The impact or consequences of the person's ineffective actions. When you use the STAR approach to provide developmental feedback, you also describe:

### **A: Alternative Action**

Something the person could have said or done differently. As a facilitator, you might either provide an alternative or ask prompting questions to seek from the person what he or she could have said or done differently.

### **R: Alternative Result**

The enhanced result that the alternative action might have produced.

