# A Structure for Giving Feedback

**ENGAGE 2.0**

**The STAR method is a simple 4-step feedback model**. Anyone can use it to provide specific and actionable feedback.

**Next Steps:**
- What behaviors need to be continued or changed?
- Clarify expectations
- Agree on the next steps
- "I suggest that next time…"

**Situation / Task**
- What was the situation?
- When did it happen?
- Where did it occur?

**STAR Method**

**Result**
- What changed (for better or for worse)?
- What was the impact or the consequences?
- Who was affected? How?
- Ensure clarity

**Action**
- What specifically did they do or say?
- Keep focus on the behavior, not the person
- Use non-accusing tone
- Describe without judgment