STAR/AR

The STAR/AR approach can be used to give both positive feedback and feedback for improvement.

When using STAR for feedback…

STAR/AR

- **Situation/Task (ST)** provides the context for the person's actions and helps explain the importance of the actions.

STAR/AR

- **Action (A)** provides details on the person's performance—what the person actually said or did.

STAR/AR

- **Result (R)** shows the outcome and impact of the person's actions.

STAR/AR

- **STAR/AR** an alternative action --something the person could do that yields a more desirable result.

Provide frequent, fair and informal feedback.

Productivity begins with Employee Engagement.

For more information on Employee Satisfaction and Engagement, please visit: www.cpms.osd.mil/worklife

Civilian Personnel Policy