**How to Give Diagnostic Feedback**

**(*Reid, Parsons & Green, 2011)***

Step 1: Begin the feedback session with a positive or empathetic statement.

***Step 2: Tell what specifically was performed correctly.***

Step 3: Tell what specifically was performed incorrectly.

Step 4: Tell specifically how to correct what was performed incorrectly.

Step 5: Ask the staff member if he or she has any questions about what was said.

Step 6: Tell the staff member when the next feedback session will occur.

Step 7: End the feedback session with a positive or empathetic statement.

Reid, Dennis H., Parsons, Marsha B. & Green, Carolyn W. (2011). The Supervisor Training Curriculum: Evidence Based Ways to Promote Work Quality and Enjoyment Among Support Staff. Published by AAIDD.