

Poster for Group Members: Examples of Specific Positive Feedback

It can be helpful in many cases for SST group facilitators to create a poster with the information below. It can be useful prompt for more varied feedback if group members tend to share the same type of feedback each time. SST group facilitators can ask group members for additional examples of behaviorally specific, positive feedback to add to the poster. Keep in mind to address cultural and personal variations in how these behaviors are practiced.

What did you like?

Good eye contact

Smile helped reinforce your positive message

Calm facial expression

Pleasant tone of voice

Tone of voice helped to communicate point

Firm handshake

Body leaning in (to show interest)

Nodding head (listening to speaker)

Clearly and concisely made their point

Appropriate amount of physical distance – not too close or too far

Warm, friendly greeting

Appropriate hand gestures (for example, to emphasize a point)

Relaxed attitude

Polite language/ Good manners- "please", "thank you."

Calm tone/Calm facial expression

Good voice volume – not too loud, not too soft

Verbal reinforcement – "Uh-huh", "mm-hmmm", "yes, you've got a point" "I never thought of that"