

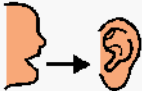


social skills training:  7 positive steps to negative feedback

1. Look at the person. 

2. Use a calm vocal tone. 

3. Make a positive statement. 

4. State the problem. 

5. Be specific. Give the reason it's a problem. 

6. Offer a solution. 

7. Thank the person for listening. 