

# Business Connections

Virginia  
Commonwealth  
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## How to Teach a Social Skill Using Behavioral Skills Training (BST)

### 1. Instruction

Describe or explain the skill. You can use the script to do this.

### 2. Model the Skill

Act out for the person how to perform the skill. You can play the role of the employee with the person, or you could have someone else in the house act it out with you.

### 3. Practice

Ask the person to role play it with you. Use the script at first. Go back to the script when the person needs it.

### 4. Feedback

Provide the person with feedback on their practice performance. It helps if feedback is explicit (I really like how you ....) instead of general (good job!). You can try using the Sandwich Method below to give feedback.

#### The Feedback Sandwich



← Positive Feedback

← Constructive Feedback

← Positive Feedback

**First:** Say one piece of positive, ..... **Example:** You had a great friendly wave and smile when you greeted your coworker!

**Next:** Say one thing they can ..... **Example:** Next time, try to speak a little bit louder. do to get better.

**Last:** Give one more piece of ..... **Example:** I love the way you listened to your positive, coworker!

For more videos and tips from VCU-Business Connections, please visit:

<https://vcurrc.org/businessconnections/covid19.cfm>

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