## CHECKLIST

**GIVING JOB PERFORMANCE FEEDBACK**

## Step 1. Get to the point

* The purpose of this meeting is...
* I asked you here to discuss....
* I want to spend some time discussing how you...

## Step 2. State why you are having this conversation

* I have a concern about...
* A problem has occurred in...

## Step 3. Describe what you know

* I saw...
* When I was told, I looked into the issue by...

## Step 4. Describe the consequences of the continued behaviour

* If this continues, then ...
* In looking at this situation as a customer would, it appears...

## Step 5. Describe how you feel about what you know

* I am very concerned about...
* I do not think it is right that...
* I am upset that errors in the function keep occurring...

## Step 6. Encourage the other party to give their side of the story

* Now, that's what I know but what is your view...
* Is that the way you saw it...
* OK, now what is your reaction?

## Step 7. Ask as many questions as you need to understand the situation from the other person's perspective.

* Well, how do you know that...
* And then what happened?
* If you did that, then why did...

## Step 8. Decide what specific actions must be done, when and communicate that to the other party

* I believe you must...
* In the next meeting, as Point 4 in the agenda, you will...

## Step 9. Summarise the conversation

* Let’s recap, you will... and I will...

## Step 10. Follow up

* I will contact you next...