

Checklist - Giving Job Performance Feedback when a Problem has Occurred

- 1. Get directly to the point. For example:**
 - The purpose for this meeting is . . .
 - I asked you here to discuss . . .
 - I want to spend some time discussing how you . . .
- 2. State why you are having this conversation. For example:**
 - I have a concern about . . .
 - A problem has occurred in . . .
- 3. Describe what you know. For example:**
 - I saw . . .
 - When I was told, I looked into the issue by . . .
- 4. Describe the consequences of the continued behavior. For example:**
 - If this continues, then . . .
 - I am looking at this situation as a customer would, it appears . . .
- 5. Describe how you feel about what you know. For example:**
 - I am very concerned about . . .
 - I do not think that it is right that . . .
 - I am upset that errors in the function keep occurring . . .
- 6. Encourage the other party to give their side of the story. For example:**
 - Now, that is what I know but what is your view?
 - Is that the way you saw it?
 - OK, now what is your reaction to what I have said?
- 7. Ask as many questions as you need to understand the situation from the employee's perspective.**
 - Well, how do you know that?
 - And then what happened?
 - If you did that, then why did . . .
- 8. Decide what specific actions must be done, when, and communicate this information to the other party. For example:**
 - I believe you must . . .
 - The next time we meet on *(date)*, I want you to have . . .
- 9. Summarize the conversation**
 - Let's recap, you will . . . and I will . . .
- 10. Follow up.**
 - I will contact you next . . .