Human Resources

Providing Effective Feedback Checklist

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Use this worksheet to help evaluate a performance/conduct-related issue and develop a dialogue to seek resolution. This checklist should assist you in providing difficult feedback to your supervisees in an empathetic manner, while maintaining accountability for the results.

Identify the problem

- [ ] Determine the nature of the problem
- [ ] Determine the severity of the problem
- [ ] Determine the details of new occurrences
- [ ] Conduct a problem analysis
- [ ] Consider the employee's work history
- [ ] Gather data and documentation
- [ ] Develop possible solutions

Provide feedback to employee

- [ ] Meet with the employee to discuss the problem as soon as possible
- [ ] Ensure privacy and adequate time for this discussion
- [ ] Ask employee for his/her side of the incident
- [ ] Use effective listening skills
- [ ] Communicate your expectations and the impact of the issue
- [ ] Stress the importance of immediate performance improvement
- [ ] Support the employee with tools, resources and training
- [ ] Provide an opportunity for the employee to respond and provide solutions
- [ ] Mutually decide on improvement plans
- [ ] Agree upon time limits for correction of the problem
- [ ] Specify consequences if the problem is not corrected
- [ ] Summarize the conversation in writing
- [ ] Provide frequent feedback related to expectations
- [ ] Maintain balance though positive and constructive feedback

Take further action if needed

- [ ] Recognize and praise improvement
- [ ] Address lack of improvement with the employee
- [ ] Discuss corrective action with your supervisor and/or HR, as appropriate

Adapted from ExecuTrain training materials.