

FEEDBACK SKILLS CHECKLIST

Skills 1-3 are applicable to every scenario.

General Communication Skills

- 1. Body language should be open and attentive
- 2. Tone of voice should be conversational and unhurried
- 3. Listen actively to employee, paraphrasing and asking clarifying questions

General Feedback Skills

- 4. Begin by asking employee for self- evaluation
- 5. Provide feedback to employee based on observable performance
- 6. Elicit ways to sustain performance (If redirecting, skip to #7)

Feedback Skills to Redirect Performance

- 7. Describing needed improvement and praise where possible
- 8. Elicit ways to improve performance
- 9. Help employee identify and resolve any barriers to improvement
- 10. Gain agreement from employee on a plan for improvement

Follow –Up

- 11. Schedule a follow-up meeting with the employee

Note: This checklist is intended to record key skills. It does not reflect every knowledge, skill or step supervisors use to communicate with or to provide feedback to employees.

Situation-Behavior-Impact (SBI) Feedback Model when used with Redirecting Feedback

Situation: Describe the situation where the observed behavior occurred.

“Mack, today, during the meeting we had with the landowners

Behavior: Describe the person’s behavior – physical and observable action.

when you stood up and said there was no way in hell the Service would back down from its position and to just accept that fact

Impact: Share with the person the impact of their behavior on you and others present.

I was taken aback and disappointed in your response and how the Service was represented. As you know, the meeting ended because no one else was willing to re-engage in the discussions. This is a serious setback for us in this endeavor.”

SBI Worksheet

Situation: _____

Behavior: _____

Impact: _____

