

**OBSERVATION FORM**

**Instruction to the observer:** While you observe others taking action, use this Observation Form to make careful notes of specific things the individual did well and to record suggestions for improvement.

Key Actions	Specific Behaviors and Phrases	Strengths	Suggestions
1. Point out the difference between present performance and agreed-upon expectations.			
2. Describe specifically the negative impact of the individual's performance.			
3. Get the person's view of the situation.			
4. Ask for ideas on how the individual can correct the situation, and add your own.			
5. Explain any steps you plan to take and why.			
6. Agree on an action plan and a date for follow up.			
7. Express confidence that the individual can correct the situation.			