**Caring Communication Skills: Observation and Feedback Checklist**

Person being observed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Observer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_Supervisor \_\_\_\_Coworker \_\_\_\_Other Your name (optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **This person…** | **Rarely** | **Sometimes** | **Most of the Time** | **Always** | **Didn’t Apply** |
| 1. Was *present* to the customer; didn’t appear distracted.
 |  |  |  |  |  |
| 1. Checked out that he/she understood the person’s feeling.
 |  |  |  |  |  |
| 1. Exhibited nonverbal behavior that showed caring.
 |  |  |  |  |  |
| 1. Acted with a sense of urgency when the customer had a sense of urgency.
 |  |  |  |  |  |
| 1. Listened intently, nodding and showing interest.
 |  |  |  |  |  |
| 1. Reflected back what the person seemed to be feeling. (Active listening); said things that showed understanding.
 |  |  |  |  |  |
| 1. Expressed positive intent—saying how what he/she was doing was for the customer’s sake
 |  |  |  |  |  |
| 1. Explained why he/she was doing each action.
 |  |  |  |  |  |
| 1. Made it clear to me how what he/she was doing would benefit me.
 |  |  |  |  |  |

List strengths you observed:

List suggestions for improvement:

Source: *Physician Entrepreneurs:* *The Quality Patient Experience* by Wendy Leebov, 2008.