**SAMPLE PREFORMANCE ANALYSIS REPORT CHECKLIST**

| **Officer’s Triggering Behaviours for Clients** | **Check**  **(when present)** | **Timestamp and relevant evidence** |
| --- | --- | --- |
| Raises voice in frustration or anger towards client |  |  |
| Asks client to “calm down” or “relax” |  |  |
| Interrupts the client |  |  |
| Fails to acknowledge client’s frustration or emotions, and jumps straight to solutioning without empathising |  |  |
| Makes overtly authoritarian statements e.g., “You must do this now” or “This is the only way” |  |  |
| Fails to provide explanations for decisions, leaving the client unclear or frustrated |  |  |
| Says “I understand” towards client’s emotions or difficulty of situation without demonstrating genuine empathy |  |  |
| Exceptions: Expressing understanding towards the client’s request, “I understand what you’re trying to tell me”, “Let me see if I understand you” |  |  |
| Is unprepared or unfamiliar with the details of the client’s case |  |  |
| Says “This is not our responsibility… what I can do is…” or other similar phrases without offering a solution or next steps |  |  |
| Says “I regret to inform you” |  |  |
| Uses overly technical or officious government terminologies e.g., “According to Section A of XYZ” |  |  |
| Uses non-conversational, robotic, or overly scripted language that feels impersonal |  |  |
| Ignores the client’s emotional state and continues to speak factually |  |  |
| Raises emotions to match the client’s rising emotions, escalating the situation |  |  |
| Embarrasses the client |  |  |
| Does not provide a clear action plan e.g., gives vague responses and delays resolution |  |  |
| Challenges the client directly e.g., “That’s not our policy”, “You should have read about…” |  |  |

| **Skill** | **Type of Behaviors** | **Behavior** | **Check**  **(when present)** | **Timestamp and relevant evidence** |
| --- | --- | --- | --- | --- |
| Empathy | Negative | Displays impatience (e.g., rushing, interrupting, sighing) |  |  |
| Jumps to conclusions about the client’s situation |  |  |
| Positive | Demonstrates patience with the client |  |  |
| Remains open and non-judgmental |  |  |
| Verbal Communication | Negative | Speaks too quickly, too slowly, or with an inconsistent tone |  |  |
| Uses dismissive or condescending language |  |  |
| Uses jargon or overly complex words without checking understanding |  |  |
| Makes assumptions instead of asking clarifying questions |  |  |
| Focuses only on client’s difficulties without acknowledging positives |  |  |
| Positive | Maintains an even and calm pace/tone |  |  |
| Speaks respectfully |  |  |
| Adapts vocabulary to client’s level |  |  |
| Communicates with curiosity rather than assumption |  |  |
| Acknowledges the client’s strengths and efforts |  |  |
| Active Listening | Negative | Ignores or downplays the client’s emotions |  |  |
| Responds without verifying understanding of the client’s words |  |  |
| Does not seek clarification when the client’s message is unclear |  |  |
| Fails to summarise or check in with the client about key takeaways |  |  |
| Positive | Acknowledge and validate the client’s emotions e.g., “I can see why that would be frustrating for you” |  |  |
| Repeats back key concerns e.g., “So the issue is that…?” |  |  |
| Uses the client’s words in the responses e.g., “I heard you say this is unacceptable – let’s fix that” |  |  |
| Paraphrases client’s words to demonstrate understanding |  |  |
| Seeks clarifications when needed |  |  |
| Summarises key points to reinforce understanding |  |  |
| Effective Questioning | Negative | Uses only one type of questioning, limiting the depth of discussion |  |  |
| Fills silences prematurely, not allowing the client time to respond |  |  |
| Overwhelms the client with multiple questions at once |  |  |
| Positive | Uses a good balance of different questioning styles e.g., open and close ended, solution focused, etc. |  |  |
| Asks one question at a time |  |  |
| Is comfortable with silence, allowing the client to think before answering |  |  |
| Assertive Communication | Negative | Uses aggressive, passive-aggressive, or overly passive language |  |  |
| Is unclear about non-negotiables or inconsistently enforces them |  |  |
| Fails to explain the reasoning behind options or decisions |  |  |
| Dismisses the client’s input or discourages dialogue |  |  |
| Becomes rigid, unreasonable, or overly emotional in discussions |  |  |
| Reacts impulsively instead of focusing on solutions |  |  |
| Positive | Uses neutral language – firm without being aggressive |  |  |
| Clearly articulates non-negotiables and consequences of breaching them |  |  |
| Provides options and explains the considerations for the different options provided |  |  |
| Invite the client to share their thoughts |  |  |
| Remains reasonable and fair in discussions |  |  |
| Maintains emotional control – stays calm and composed |  |  |
| Demonstrates a problem-solving approach |  |  |
| Managing Challenging Behaviour (if client exhibits challenging behaviour) | Negative | Interrupts the client’s expression of emotions |  |  |
| Fails to acknowledge or reassure the client |  |  |
| Ignores client’s emotions and jumps straight to problem-solving |  |  |
| Allows conversations to escalate without setting engagement boundaries |  |  |
| Gets sidetracked by arguments or distractions instead of refocusing on solutions |  |  |
| Reacts emotionally to provocations instead of maintaining professionalism |  |  |
| Responds defensively or combatively when challenged |  |  |
| Positive | Allows the client to ventilate or express emotions without interruption |  |  |
| Reassures the client when appropriate |  |  |
| Addresses the client’s emoti |  |  |
| Establishes rules of engagement for a more constructive discussion |  |  |
| Refocuses the discussion on the issue after addressing the client’s emotions |  |  |
| Responds calmly without being defensive |  |  |
| Avoids responding to client’s provocations (“baiting”) |  |  |