**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” |  | *e.g.*  *Officer has asked the client to calm down at “03:12:45 🡪 03:12:50 [SPEAKER\_01]: can you calm down and listen to me”. Client said at “03:13:10 🡪 03:13:30 [SPEAKER\_02]: what calm down I am very calm you know nothing”.* |
| 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…” |  |  |