

## Checklist X    The Constructive Feedback Process

	YES	NO
<p><b>Listen back to the recorded call together</b></p> <p>Did the callers and call receivers listen back to the recorded role-played calls and make notes on what went well and not quite so well relating to the specific topic under focus?</p>		
<p><b>First word caller</b></p> <p>Did the callers have the first say on how they felt it went?</p>		
<p><b>Vow of silence on caller</b></p> <p>Were the call receivers then able to give constructive feedback unchallenged?</p>		
<p><b>BOOSTER feedback from call receiver</b></p> <p>Was feedback provided by the call receivers on what went well and not quite so well, balanced, observed, objective, specific, timely empathetic and recorded?</p>		
<p><b>Keep/Change summary from call receiver</b></p> <p>Did the call receivers summarise their feedback in terms of what the callers should “keep” and “change” on the next call?</p>		
<p><b>Last word and keep/change summary from caller</b></p> <p>Did the callers finish by summarizing what they would actually keep for the next call and what they would change?</p>		
<p><b>Action Notes</b></p>          		