



Supervisor Feedback Worksheet

Supervisor eLearning and Community

START HERE:

Feedback has been recognized as one of the most powerful tools that a supervisor has within their toolkit. Unfortunately feedback is also one of the most under-used and most ill-used management tools that a supervisor has available.

Feedback is the best way of letting your frontline agents know to what extent he or she is performing in order to further their careers and the objectives of the business.

It's about your agents and you. It is a conversation about your needs (as a supervisor and as a company leader) whilst respecting the needs of the agent.

It must lead to problem solving on both sets of needs. **Feedback is most productive as a two-way communication.**

This Gift:

Your gift on the following page is a **Supervisor Feedback Worksheet**. It's one of the tools provided to members of Call Center Coach. It's used to improve supervisor feedback skills and performance. This tool is one of the first support guides members use to help establish better supervisor-agent relationships.

We provide other tools to support supervisors in GROWING better relationships. So know that feedback, just like your career development is a journey. It requires tools and a focused effort to deliver on it's great potential.

As a Thank You:

Please share this link (<http://www.callcentercoach.com/feedback-worksheet>) with your social networks so we can have an entire industry with better feedback skills.

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Supervisor Feedback Worksheet – Connect Better

Your Name _____ Date _____ Inviting feedback from _____

Use this tool for inviting and documenting feedback from your team

- ☐ Ask the following questions of your team members and record answers
- ☐ Discuss the feedback and agree to ways the actual score can match the needs score
- ☐ Give this sheet to the person before the feedback session, to enable them to provide considered answers

	Low 1-----10 High
1. How important is it to you that I support you? How much do you feel I support you?	<div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div> <div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div>
2. How important is it to you that I recognize your strengths and abilities? How much do you feel I recognize your strengths and abilities?	<div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div> <div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div>
3. How important is it to you that I listen and take you seriously? How much do you feel I listen and take you seriously?	<div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div> <div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div>
4. How much do you need to be appreciated by me? How much do you actually feel appreciated by me?	<div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div> <div> <div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div> </div>

Ways you currently feel appreciated by me:

Ways you could feel even more appreciated by me:

What we have agreed to do is (record these goals):

Conversation Tips

1. Talk future not past – talk how your needs can be met rather than when they have not been met
2. Problem solve on how both sets of needs can be met
3. Language to use – "Tell me more" "Help me understand" "So what you're saying is..." "What do you need from me?" "What can we do so both our needs are met?"
4. Beware of – "Yes but" "You are..." "You should..."

Test your listening skills - when you restate what the person said it, would be to their satisfaction.