

**Employee Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Performance Management Feedback Form For Clients

This form is an optional tool for managers to use to gather feedback on the members within their team. The feedback gathered through this form is only one component of the performance management process.

The following statements describe behaviours that contribute to excellence in client service delivery. As a client of this employee, please indicate the frequency he/she has demonstrated these behaviours during your working relationship.

Give specific examples when you can. Return the completed form to the employee's manager.

	<b>Seldom</b>	<b>About half the time</b>	<b>Most of the time</b>	<b>All of the time</b>
1. Formulates and asks effective questions, which help him/her clearly understand the client's problem or situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				
2. Offers relevant advice/suggestions to help clients find solutions to problems or meet their needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				
3. Works with client to create and clarify agreed upon expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				
4. Appropriately assesses risk for recommended options and relays to client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				
5. Seeks out client concerns and effectively manages challenges.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				
6. Anticipates and addresses problems in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				
7. Follows up with client to ensure needs/objectives are met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Example:				

Additional Comments: