The 10 Chief Points About Checklist Training

1. Checklists specify key expected behaviors—rather than keeping quality indicators a mystery
2. Checklist-based feedback is about what was seen—not about whether a person is good or bad
3. Observed person should be able to question whether something occurred— but also should be told to take feedback graciously and not defensively
4. Checklists monitor growth—people should improve over time
5. Checklists are reminders—people tend to drift or regress
6. Feedback should mention positives—but remember that the point is to improve performance
7. Feedback should emphasize steps correct this time that previously were not completed (praise as reinforcement)
8. Whenever possible, graph the percentage of steps correct: Graphical + verbal feedback is more powerful than verbal alone
9. Checklists can include both observable behaviors and inferred attitudes— although the latter are subject to disputation
10. Checklists are used for both good professional development and data on performance

(http://eieio.ua.edu/uploads/1/1/0/1/110192129/the_10_chief_points_about_checklist_training_english.pdf)

使用檢核表進行培訓的 10 個 點
(The 10 Chief Points About
Checklist Training)

1. 檢核表要能明確地指出關鍵的預期行為 — 而不是謎樣的品質指標

2. 檢核表的回饋是反映當時的觀察 — 無關被觀察者的好或壞

3. 被觀察者可以質疑觀察的內容 — 但也應該被告知要禮貌地而不是防禦地 接受回饋

4. 檢核表監測進展 — 人員應該隨著培訓時間而有所進步

5. 檢核表是提醒 — 人員會有不穩定或退步傾向

6. 回饋應要提到做得好的地方 — 但請記住回饋重點在於提升表現

7. 回饋應要強調以前沒有達到，而這次有改正的步驟（稱讚作為增強）

8. 盡可能繪製出正確步驟的百分比： 圖形加口頭回饋比單獨的口頭回饋更有 效

9. 檢核表可包含觀察到的行為，並推斷被觀察者的態度 — 儘管後者存有爭 議

10. 檢核表可用於提升專業發展並提供有關工作表現的資料

中文版翻譯者: 潘懿玲、廖華芳

資料來源

(http://eieio.ua.edu/uploads/1/1/0/1/110192129/the_10_chief_points_about_checklist_training_english.pdf)