

The 10 Chief Points About Checklist Training

Checklists specify key expected behaviors—rather than keeping quality indicators a mystery

Checklist-based feedback is about what was seen—not about whether a person is good or bad

Observed person should be able to question whether something occurred—but also should be told to take feedback graciously and not defensively

Checklists monitor growth—people should improve over time

Checklists are reminders—people tend to drift or regress

Feedback should mention positives—but remember that the point is to improve performance

Feedback should emphasize steps correct this time that previously were not completed (praise as reinforcement)

Whenever possible, graph the percentage of steps correct: Graphical + verbal feedback is more powerful than verbal alone

Checklists can include both observable behaviors and inferred attitudes—although the latter are subject to disputation

Checklists are used for both good professional development and data on performance