Counseling Checklist for Supervisors

Good planning and follow-up can help you avoid many common pitfalls in counseling. This checklist from the Governor’s Office of Employee Relations can help you prepare. Other counseling information is available in the form of self-study courses at the GOER Online Learning Center: www.goer.state.ny.us/Training_Development/Online_Learning

___ Does the employee know what is supposed to be done, and by when?

___ Does the employee have:
   the information needed to do the job?
   the skills needed to do the job?
   the resources needed to do the job?

___ Have I adequately defined the job performance expectations?

___ Does the problem have an adverse effect on:
   the employee?
   the co-workers/team?
   the unit?
   the agency?
   myself as a supervisor?

___ Are any obstacles beyond the employee’s control getting in the way?

___ Have I been inadvertently rewarding poor performance by my silence or behavior?

___ Is anyone else exhibiting the same problem?

___ Is there a pattern with this employee?

___ Have I contacted Human Resource Services for guidance?